



IT Desktop Support Academic Internship

Golden Gate National Recreation Area; Fully in-person
Full Time (4-5 full days/week), Summer 2026
Available only to students currently enrolled at COM, CCSF, and SFSU

Organization Description:

Since 1981, the Golden Gate National Parks Conservancy (Parks Conservancy) has served as the nonprofit partner of the National Park Service, collaborating with the Presidio Trust, partners, donors, and the community to support the Golden Gate National Recreation Area (GGNRA). The GGNRA stretches across three Bay Area counties north and south of the Golden Gate Bridge and includes iconic places such as Muir Woods National Monument, Fort Point National Historic Site, Alcatraz Island, Crissy Field, Mori Point, Lands End, and the Presidio of San Francisco.

The Parks Conservancy engages at the intersection of national park sites, local communities, social justice, and climate resilience. Collaborating with partners, our staff are dedicated to enhancing public awareness and providing volunteer and educational opportunities in the parks. We are park builders, caretakers, ambassadors and educators, all working to connect people to parks in support of our vision *Parks for All Forever*. Join us.

Branch/Unit Description:

The Parks Conservancy's Information Technology (IT) team supports staff and systems across a diverse, mission-driven organization working throughout the Golden Gate National Recreation Area. The IT team ensures employees have reliable, secure technology and provides day-to-day support for laptops, software, collaboration tools, and user access in both office and hybrid work environments.

As a member of the IT team, the intern will work closely with IT staff to support end users, learn how technology enables day-to-day operations, and gain exposure to real-world IT practices. The position offers hands-on experience in desktop support, problem-solving, and basic project

coordination while contributing to a collaborative team focused on service, learning, and continuous improvement.

Internship Overview:

The IT Desktop Support Academic Intern will work alongside the Parks Conservancy's Information Technology team to provide hands-on support for staff technology in a hybrid work environment. Under the guidance of IT professionals, the intern will assist with troubleshooting hardware and software issues, setting up laptops and user accounts, supporting Microsoft 365 applications, and responding to help desk requests. The intern will interact directly with staff, gaining experience delivering clear, friendly, and effective technical support while learning best practices for security, documentation, and customer service.

In addition to day-to-day support, the intern will take ownership of a focused project aimed at improving the end-user IT experience, such as creating quick-reference guides or improving onboarding resources for new employees. The intern will help track tasks, document processes, and communicate progress, gaining exposure to basic project management skills. This role is designed to build technical confidence, leadership, and professional skills while contributing meaningful work to a mission-driven organization.

This position is located at Fort Mason. The start date for this position is June 2nd, 2026, with an end date of August 14th, 2026. Work is performed Fully in-person. The work schedule for this position is Monday- Friday 9:00 am to 5:00 pm. Interns must be able to work in half-day or full-day increments. Interns must have a Social Security Number or an Individual Taxpayer Identification Number to receive a stipend. This position is only available to students currently enrolled at College of Marin, SF State University, and City College of San Francisco.

Reports To: Director, Technology Strategy and Data Insights

Learning Objectives:

- Gain introductory exposure to business applications used across the Conservancy, including Microsoft tools such as SharePoint and Teams, as well as Salesforce, Drupal, and GIS
- Gain introductory exposure to how organizational data flows between systems, including business applications, system integrations, and reporting tools used across the Parks Conservancy (e.g., GIS, collaboration platforms, and operational systems)
- Gain introductory exposure to basic project management practices, including task tracking, documentation, timelines, and communicating progress while supporting IT initiatives and improvement projects
- Develop foundational skills in IT desktop and end-user support within a professional environment
- Learn how to troubleshoot common hardware, software, and connectivity issues

- Gain hands-on experience supporting Microsoft 365 tools and collaboration platforms
- Build strong customer service and communication skills when assisting non-technical users
- Understand IT best practices for security, documentation, and asset management
- Learn how to organize, track, and complete work using basic project management techniques
- Build confidence taking ownership of a defined project from planning through delivery
- Develop problem-solving, time management, and teamwork skills in a real-world IT setting

Essential Functions and Responsibilities:

- Provide first-level IT desktop and end-user support under the guidance of IT staff
- Assist with troubleshooting basic hardware, software, and connectivity issues
- Support laptop setup, device deployment, and user account onboarding/offboarding
- Assist staff with Microsoft 365 applications including Outlook, Teams, OneDrive, and SharePoint
- Respond to and update IT help desk tickets, ensuring clear documentation of issues and resolutions
- Help maintain IT documentation, how-to guides, and standard procedures
- Support a focused IT improvement project by tracking tasks, timelines, and deliverables
- Communicate progress and findings to IT team members and incorporate feedback
- Provide occasional onsite support at Conservancy locations as needed

Knowledge, Skills, and Abilities:

- Develop foundational skills in IT desktop and end-user support within a professional environment
- Learn how to troubleshoot common hardware, software, and connectivity issues
- Gain hands-on experience supporting Microsoft 365 tools and collaboration platforms
- Build strong customer service and communication skills when assisting non-technical users
- Understand IT best practices for security, documentation, and asset management
- Learn how to organize, track, and complete work using basic project management techniques
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Health and Safety:

It is the goal of the Parks Conservancy to create and maintain a safe and healthy workplace. We work to mitigate hazards and risks that may cause harm to employees, consistent with state and federal laws. Employees play an active role in creating a safe and healthy workplace and are expected to comply with all applicable health and safety rules.

Physical Requirements and Work Environments:

- Work is performed in an office environment with a mix of onsite and limited remote work
- Position requires sitting, standing, and walking throughout the workday
- Must be able to lift and carry up to 30 to 40 pounds occasionally (e.g., laptops, monitors, peripherals)
- May require bending, reaching, or kneeling to set up or troubleshoot equipment
- Occasional travel to other Parks Conservancy or park locations for onsite IT support
- Work is primarily conducted during standard business hours, Monday through Friday

Terms of Position

- Start Date: June 2, 2026
- Fully in-person
 - Work site: Fort Mason, San Francisco
- Work Schedule: June 2nd - August 14th (11 weeks total)
- Intern must be able to work in half-day or full day increments
- Intern must have a Social Security Number or an Individual Taxpayer Identification Number to receive stipend
- Available only to students currently enrolled at College of Marin, SF State and City College of San Francisco

Benefits

- Opportunity to attend trainings and workshops on a variety of topics including resume building and interview skills, history, flora and fauna of the GGNRA, mapping and monitoring, computer skills, and much more
- Opportunity to enjoy the scenery, wildlife and cultural resources of a spectacular National Park

- Opportunity to work with staff and volunteers from diverse backgrounds that share a common interest in preserving and protecting our natural lands while engaging the next generation of park stewards
- Opportunity for personal/professional development days to pursue an interest, including training and education days in various departments within the Park Service and Parks Conservancy
- Five and dollars (\$500) per week taxable stipend plus academic credit available
- Uniforms will be provided

Position Contact and How to Apply

To apply for this position, please [submit an application](#) by March 15, 2026. For questions regarding the Academic Internship Program, please reach out to internships@parksconservancy.org.

Application Deadline Date: March 15th, 2026

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed.

The Golden Gate National Parks Conservancy is an Equal Opportunity Employer. Recruitment, placement and promotions are conducted without regard to an individual's race, color, religion, sex, national origin, age, physical handicap, veteran status or sexual orientation, or any other classification protected by Federal, State, and local laws & ordinances. We will consider qualified candidates with criminal history in a manner consistent with the requirements of the San Francisco Fair Chance Ordinance. All qualified applicants are encouraged to apply.

