

Say Yes Buffalo Internship Opportunity

Position: Network Engineer Intern

Organization Name: HarpData

Location: 285 Delaware Avenue, Suite 12, Buffalo, NY 14202 and Various Locations

Website: harpdata.com

Organization Description and Core Values:

About HarpData:

HarpData is not a conventional Tech Company. We're a full-scale partner and consultancy that provides strategic technology advisory services and solutions to help our clients answer the question of "What's Next?"

Our mission is to provide innovative solutions that have a lasting impact on our clients, our people, and the communities we serve. Our commitment to technology and innovation extends beyond the business world and into how we work with each other and our communities to make a positive impact on the world.

We expect new employees to be influential contributors, challengers, and hard workers. We are looking for self-directed employees who live our values, share our vision, and embrace our strategy map to make the best decisions in their daily work.

HarpData Company Values:

As we work towards that mission, we need a set of shared values. Values are non-negotiable. Every single person needs to embody these values or our mission becomes harder (if not impossible) to accomplish.

Our shared values and principles:

Client | Innovation | Results | Community | People | Relationships | Integrity

- Be **Client** Focused.
- **Innovate**.
- Drive **Results**.
- Empower **Communities**.
- Invest in **People**
- Build **Relationships** that last.
- Demonstrate **Integrity**

Position Supervisor & Title: Mark Allen/Karolina Bazylewicz

Internship Title: Network Engineer Intern

Internship Duties and Responsibilities:

Overview:

The Network Engineering Intern is an entry-level position designed to give you hands-on experience and allow you to contribute your creative energy into high-impact projects. This position includes monitoring, design, specification and maintenance of application hosting environments utilized by the organization. The Network Engineering Intern will have a primary focus to receive instruction and mentoring by experienced technical advisors to perform duties related to networking, system administration of hardware and operating systems, and technical processes.

Job Duties & Responsibilities:

- Assists in data gathering used to provide functional and empirical analysis related to the planning, design, installation and implementation of the network infrastructure, storage, and system environments;
- May assist in the development and delivery of training as necessary;
- Performs work under general supervision;
- System administration & support including cloud solutions Cisco Meraki and Office 365 Remote office provisioning & connectivity support including LAN/WLAN/WAN;
- Provide second level support for incident escalations;
- Monitor assigned incidents to ensure adequate and timely resolution in accordance with service levels;
- Actively participate in daily group stand up meetings;
- Make recommendations to improve process efficiency and effectiveness;
- Collaborating with the network engineers on large scale, business imperative projects, and initiatives to optimize the enterprise network;
- Handles basic issues and problems and refers more complex issues to higher-level staff;
- Travel to customer sites to assist the customer and or engineer on-site in tasks that need to be completed.
- Attend assigned training courses or classes.

Minimum Requirements:

- Say Yes Buffalo Scholar enrolled in college full time in good academic standing – must be at least a rising Sophomore
- Access to a personal vehicle is preferred
- Pursuing a Bachelor's degree in Computer Science, Information Technology or a related field + Sophomore, Junior or Senior standing
- Experience with Windows Operating systems
- Minimal familiarity with or experience in troubleshooting LAN hardware/software, desktop devices, and end-user applications, cloud and mobile devices
- Effective communication skills - Verbal & Written
- Demonstrated Active Listening ability
- Ability to lead a task or objective
- Ability to work in team setting
- Ability to work under pressure

- Requires the ability to be accountable for task completion without direct supervision

Intern takeaways:

- Core Values
- Fostering of Culture
- Better or Advanced Knowledge of STEM

Duration of employment:

Approximately 10 weeks during the Summer of 2020 – exact start and end dates will be decided upon by the employer and hired intern.

Compensation: The position pays \$11.80 per hour.

NOTE: Any determination regarding academic credit will be made by the intern's academic department.

Accommodations:

The Say Yes Internship Program is committed to providing equal access to individuals with disabilities, including physical access to programs and reasonable accommodations for interns.

HarpData and BPS locations will be easily accessible.

To apply:

1. Submit cover letter & resume to info@sayyestoyourcareer.org.
If necessary, Say Yes staff may send you suggestions before we send your cover letter and/or resume to the employer(s). In order to submit your materials by the deadline, please ensure that you check your email and reply promptly.

By applying to this internship, you are agreeing to the application agreement which can be found beneath the internship postings on our website.

2. Once your materials are approved you, you need to fill out the Predictive Index Assessment at assess.predictiveindex.com/oKd4A.

Deadline: April 24th, 2020 by 5:00PM

Interviews:

The interviews will be conducted within the first two weeks of May and the hired intern will be chosen by May 15th, 2020.

HarpData will be conducting initial interviews for skill set and expectations, finalists will attend a panel interview with a mixture of HarpData staff, Colossal, Say Yes, Mission Ignite, etc.

Please note: Internships are competitive and not every scholar will receive an interview. If you are selected for an interview, the employer will contact you directly.