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DATA MANAGEMENT & TECHNOLOGY INTERN

Organization Summary: Oliver Scholars prepares high-achieving Black and Latinx students from underserved New York City communities for success at top independent schools and prestigious colleges. We provide crucial support for our Scholars so they can realize their full potential and ultimately give back to the city, the nation, and the world.

Position Summary and Reporting: Oliver Scholars seeks a **Data Management & Technology Intern** to assist and support the Director of Human Resources & Administration in data analysis and documentation of technology processes and procedures. The ideal candidate will have a strong understanding of data management and analysis procedures. You will also be tech-savvy and possess excellent troubleshooting skills.

The goal is to ensure the timely flow of information/data between Oliver Scholars and external entities, and within the organization as well.

Responsibilities:

- Troubleshoot issues with IT equipment including printers, computers, tablets, cell phones and software applications;
- Research and propose resolutions for IT issues reported by users;
- Assist in documenting commonly occurring issues and fixes;
- Assist with backup and data archiving;
- Assist in creating policies for effective data management;
- Formulate techniques for quality data collection to ensure adequacy, accuracy and legitimacy of data;
- Devise and implement efficient and secure procedures for data handling and analysis with attention to all technical aspects;
- Establish rules and procedures for data sharing with upper management, external stakeholders, etc.;
- Support others in the daily use of data systems and ensure adherence to legal and company standards;
- Assist with reports and data extraction when needed;
- Monitor and analyze information and data systems and evaluate their performance to discover ways of enhancing them (new technologies, upgrades, etc.);
- Protect digital databases and archives from security breaches and data losses;
- Troubleshoot data-related problems and authorize maintenance or modifications;

Qualifications:

- The IT intern should be in pursuit of a graduate degree in computer science or information technology and must have a class schedule that allows the student to work at least two days each week for at least four hours each day.
- Must possess working knowledge of word processing, PowerPoint, Excel
- Ability to quickly adapt to a changing environment
- Ability to quickly learn new concepts and software is necessary
- Candidate should be a self-motivated, independent, detail oriented, responsible team-player
- Strong communication skills, both written and oral
- Ability to multi-task and support multiple priorities
- Strong analytical and problem solving skills
- Ability to handle multiple team members with confidence
- Enthusiasm for education, social justice, and equity

Desired Competencies:

- **Ethics** - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values
- **Adaptability** - Adapts to changes in the work environment; willing to learn new techniques and procedures; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events
- **Innovation & Initiative** - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention; looks for, and takes advantages of, opportunities
- **Planning/Organizing & Project Management** - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans; communicates changes and progress; completes projects on time and budget
- **Interpersonal Skills** - Focuses on solving conflict not blaming; listens to others without interrupting; keeps emotions under control; has ability to look at situations from several points of view and work collaboratively with individuals at all levels (internally and externally); remains open to others' ideas and tries new things
- **Analytical Skills** - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures; aligns work with strategic goals
- **Problem-Solving Skills** - Identifies and resolves problems; develops alternative solutions; uses reason even when dealing with emotional topics

HOW TO APPLY: For consideration, please forward your cover letter and resume to jobs@oliverscholars.org. Please note " **Data Management & Technology Intern - (your last name)**" in the subject line of your email. Only applicants under consideration will be contacted. No phone calls, please.

A diverse workforce and open culture are at the heart of our organization and vital to our success. Oliver Scholars is an equal opportunity/affirmative action employer. All qualified applicants will be considered for employment without discrimination based on race, color, creed, national origin, sex, age, disability, marital status, sexual orientation, military status, citizenship status, or current employment status. Candidates who identify as members of historically underrepresented groups are highly encouraged to apply.