

Yale School of Architecture

Advanced Technology IT Support Internship Job Description

This summer position is scheduled as full-time.

This position closely mirrors our IT Support positions and will work closely with them on a daily basis. Tasks will include many items our department performs every summer to get ready for the next semester such as moving around and reimaging workstations, configuring new equipment, and updating documentation and workflows. Work will also include the technical support for all students, staff, and faculty that are present during the summer sessions. In addition, there are many opportunities to get hands-on experience with advanced technology like 3D printing, 3D scanning, and laser cutting.

A few random examples of things you might do in a given day:

- Review 3D models and send them to our cloud based 3D print management system.
- Troubleshoot a 24"x42" Adobe Illustrator file and determine why it never made it to the plotter.
- Assist a Systems Administrator with testing a new group policy that automatically maps a set of required file shares based on student class year across several workstations.

The successful candidate is passionate about technology and interested in learning more in a hands-on and collaborative environment. Help desk, systems administration, graphic design, classroom support, or makerspace experience is a plus.

IT Skills and Interests

Windows 10, Microsoft Office, Adobe Creative suite

Editing and making changes to websites, Instagram

Help desk support

Desktop imaging

Classroom and AV support

Advanced Technology Skills and Interests

3D modeling, 3D scanning, design, and fabrication (3D printing, laser cutting)

This position will also include a light design project curriculum that will make use of the school's hardware and software so that the successful candidate will have a path to learn and hone new skills.

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