

COMPUTER IT INTERNSHIP



Overview

Kramden Institute, a Durham-based non-profit organization, has been working since 2003 to bridge the digital divide by providing technology tools and training. As a computer refurbisher, the organization collects thousands of devices each year, restores them, and distributes them back into the community. More than 54,000 computers have been distributed to students and adults across North Carolina and beyond. An additional 12,000 individuals have participated in educational and training programs.

Kramden is seeking IT interns for the spring/summer of 2024. The interns will be closely supervised by Kramden staff and will learn the basics of computer hardware and software, troubleshooting and technical support, as well as warehouse logistics.

Intern Duties

The interns will have the opportunity to learn and refine skills in the areas listed below.

Refurbishing Devices:

- Perform diagnostic testing on incoming hardware
- Deploy software in both Linux and Windows environments
- Learn data security disk sanitization process
- Lead volunteers through the refurbishing process

Troubleshooting & Tech Support:

- Identify hardware and software issues and repair client computers when needed
- Answer and respond to tech support phone calls
- Create and manage tech support tickets using CRM software

Logistics:

- Prepare shipments of devices to clients including packaging and shipment
- Identify and sort incoming equipment into various production streams
- Pick up equipment from corporate partner donors

Position Details

Title: Production Intern

Timeline: May - August, 2024 (dates are flexible)

Hours per week: Flexible, 300-320 hours total

Pay rate: \$15 an hour, temporary employee
(ineligible for benefits)

Applicant Requirements

- Must be 18 years old or older.
- Ability to lift 50 lbs. often and repeatedly
- Pass a criminal background check
- Familiarity with computer hardware and software
- Ideal candidates will be currently enrolled in or have previously taken a CompTIA A+ certification course.

Those interested should email a resume to jobs@kramden.org and include "Production Intern" in the subject line.

