

UFIT Customer Experience and Resource Planning

IT Customer Experience Internship

Hiring Manager Name & Title: Matt Pendleton, Business Relationship Manager

Department: Customer Experience and Resource Planning

Title of Internship: IT Customer Experience Internship

Brief Description of Internship (please include physical location of the job):

Position will assist the UFIT Customer Experience and Resource Planning (CERP) business relationship managers (BRM) with customer interactions, meeting coordination and business case research. The UFIT CERP BRMs meet regularly with customers to understand their needs and the priority for IT requests to UFIT.

Specific Duties:

- Assisting with writing business cases for projects (researching options, peer research)
- Updating customer request lists and UFIT project management tool
- Meeting coordination (scheduling, notetaking, confirming attendees)
- Assists in determining and documenting customer business requirements

Hours Per Week: 18 -20 hours per week, preferred 20 hours per week

Work Location: Primary location is UFIT 800/720 buildings along with on-campus locations as needed

Hourly Rate: \$12/hour

Qualifications Needed:

- Genuine curiosity and willingness to self-start
- Ability to communicate effectively over phone, email, instant message, and other communication tools
- Excellent reliability including time management skills
- Strong writing and grammatical skills
- Ability to use Office 365 (Word, Excel, PowerPoint) effectively

Learning Objectives:

- Improving technical writing skills
- Learning project lifecycle
- Learning BRM competencies and customer relationships and developing an understanding the unique relationship between customers and IT
- Demonstrate openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people and understand individuals' differences.
- Develop and demonstrate effective work habits, including time management, punctuality, and personal accountability related to the work and its function in the economy.
- Identify, write down, and carry out performance objectives (mutually agreed upon by the employer, the UFIT experiential learning supervisor, and the student) related to the practical experience in their internship.