

UFIT Infrastructure & Communication Technology

Systems Administrator/Programmer Internship

Hiring Manager Name & Title: Dave Connelly, Associate Director

Department: Infrastructure and Communication Technology

Title of Internship: Systems Administrator/Programmer Internship

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

Position will work with members of the Collaboration Platforms Services team at 720 SW 2nd Avenue, Innovation Square, Gainesville. This team administers and delivers Email, Microsoft 365, Azure Active Directory, Google Workspace for Education, and Dropbox for Business for the University of Florida. We manage email security, routing, and delivery through Exchange Online and on-premises Postfix SMTP servers. We perform provisioning and de-provisioning of user accounts for all of our services. We perform Tier 3 issue resolution and request fulfillment. We strive to continuously improve the efficiency and automation of our operations.

Specific Duties:

- Perform administrative tasks for Email, Microsoft 365, Azure Active Directory, Google Workspace for Education, and Dropbox for Business
- Assist with upgrading servers running Windows Server 2012 to current version
- Develop automations to improve operational efficiencies

Hours Per Week: 10 -15 hours per week

Work Location: Ayers Building at 720 SW 2nd Avenue, 3rd Floor in Gainesville

Hourly Rate: \$15 to \$20 per hour

Qualifications Needed:

- Basic understanding of Microsoft 365 and Azure AD administration
- Basic understanding of Exchange, Exchange Online, and SMTP email operation
- Experience with programming languages, PowerShell scripting, PowerApps\PowerAutomate

Learning Objectives:

- Gain understanding of workflow and dynamics of a large IT organization
- Gain understanding of delivering enterprise level IT services to a large organization
- Develop effective work habits, including time management, punctuality, and personal accountability related to the work and its function in the economy
- Demonstrate openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people and understand individuals' differences