

UFIT Infrastructure & Communication Technology

Telecommunications Support Internship

Hiring Manager Name & Title: Anna Kirkup, IT Support Supervisor

Department: Infrastructure & Communication Technology

Title of Internship: Telecommunications Support Internship

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

Position will aid in setup and deployments of phone equipment. This position will also aid in the documentation of deployed phones across campus. The UFIT Communications Support team consists of infrastructure technicians. We bring years of experience deploying and troubleshooting VoIP and analog technology into the buildings on and off campus. The UFIT Telecommunications Support Team serves over 400 buildings for UF.

Specific Duties:

- Assist in deployment of phones
- Assist in the physical setup for new phone deployments.
- Assist in documentation for new phone deployments
- Assist in troubleshooting VoIP and analog issues

Hours Per Week: 10 -15 hours per week

Work Location: Ayers Building at 720 SW 2nd Avenue, Gainesville, FL

Hourly Rate: \$14.00

Qualifications Needed:

- Background in Excel
- Strong writing and grammatical skills
- FBI background check required

Learning Objectives:

- Basics to VoIP and analog technology
- Basics to trouble shooting VoIP and analog issues
- Be able to edit telecommunications documentation
- 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

- 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.