



Fresh Start[™]
EMPOWERING WOMEN TO SUCCEED

Role: IT Intern

Reports to: Process Improvement Manager

Location: Phoenix, AZ

Hours: Part-time (~20 hours/week)

Compensation: \$1,000 stipend per semester

About Fresh Start

A pillar in the Phoenix community for 30 years, Fresh Start’s mission is to provide access and resources that help women achieve self-sufficiency and use their strength to thrive. We envision and work towards establishing a future of unlimited opportunities for women.

Fresh Start empowers women to succeed by providing a wide range of comprehensive, wrap-around services. Our work—centered around helping women achieve economic self-sufficiency and personal empowerment—focuses on five key areas of service provision: family stability; health and well-being; financial management; education and training; and careers. Fresh Start has served thousands of women aged 18 and older, supporting them as they transform their lives and, in turn, transform the lives of their children, families, and the broader community.

Diversity is a core value at Fresh Start. We are passionate about building and sustaining an inclusive, equitable working and learning environments for all clients, staff, and stakeholders. We believe every member of our team enriches our diversity: they contribute their expertise, talents, and life experience, broadening the ways we understand and engage the world, identify challenges, and discover, design, and deliver innovative solutions.

Overview of the role

The purpose of the IT Intern is to provide support in managing the business relationship with our IT MSP and act as the first line of contact to IT requests to direct them to the proper channels for the pertinent resolutions. The IT Intern will directly support the Process Improvement Manager who is responsible for identifying and implementing technology solutions.

What you’ll do:

- Assist in performing hardware and software installation procedures.
- Provide support in diagnosing hardware and software issues and troubleshooting activities.
- Physically set up computers and connect them to the network, including their peripherals
- Document processes in reference manuals for training and guidance.
- Take user support requests and take measures to fulfill requests.
- Assist in hardware and software inventory management.
- Troubleshoot equipment and peripherals.
- Take telephone calls from users and attempt to assist them with their information technology questions and problems.
- Other duties as assigned.

Who you are:

- **Problem-solving:** You like to identify the issue, analyze it, develop a solution and evaluate its success. In addition, you know how to conduct research and find the right information.

- **Self-motivated.** You are motivated to do your best work each day, and do not need to be prompted to complete your job duties. You communicate clearly and concisely.
- **Clear communicator.** You can communicate clearly and concisely. You're great at listening, identifying solutions, and providing respectful and productive communication to the people working with you.
- **Collaborative.** You are a dependable team player and enjoy working collaboratively towards a common goal. You're ready to roll up your sleeves and support as needed.

Work Environment:

- Occasionally lift to 35 pounds
- Travel between office

Education and Experience:

- High school diploma or GED
- Current Associates or Bachelor degree seeking students encouraged to apply!

Notice: This job description in no way states or implies that these are the only tasks to be performed by the team member occupying this position. The team member will be required to follow any other instructions and to perform any other job related duties requested by their manager. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice. If other duties become long term, significantly increase the work load of the team member, or require skills that supersede those listed above, the team member should discuss with their manager. The job description may need to be modified.

Fresh Start reserves the right to change this job description at any time. Employment with Fresh Start is at-will. This job description supersedes prior job descriptions.

Reasonable accommodations can be made for a disability that is affected by the above stated job responsibilities and/or qualifications.