



Job Description INFORMATION TECHNOLOGY INTERN

POSITION: Information Technology Intern
UPDATED: 2026
STATUS: Part-time
TERM: 12 months
DAYS: 5 days/week (preferred)
HOURS: 7:30am – 3:30pm (4-5 hours as needed within this time range)

REPORTING RELATIONSHIPS

Supervisor: Director of Finance & Operations

SCHOOL MISSION: To glorify God by equipping urban students academically, socially, and spiritually for future lives of leadership and service.

OVERALL EXPECTATIONS

- Conduct oneself with professionalism in speech, manner, and dress
- Maintain confidentiality of sensitive information
- Follow Matthew 18 principle in dealing with conflict with students, parents, faculty, and staff

ESSENTIAL DUTIES, RESPONSIBILITIES, AND EXPECTATIONS

Many of these tasks would be done in conjunction with our third party IT Support Group. Specific responsibilities include (but are not limited to) the following:

Help Desk [Ticket Tracking & Resolution]

- Laptops – Providing assistance to all Faculty & Staff
- Smart Boards – Providing assistance, as able
- Printers & Copiers – Troubleshoot issues & communicate with Dex Imaging / Eco-Print, as needed.
- Phones – Troubleshoot issues & communicate with Bill Benson/TrueIP, as needed. [training req'd]
- Network / WiFi – Troubleshoot issues & communicate with WorkSmart, as needed.

Chromebooks – Google Admin [Smarthands with Third Party IT Support]

- Maintain inventory with Brookstone's IT#, if possible.
- Work with third party IT support to help push out Apps, as requested by Teachers
- Ensure devices are secured with filters for internet browsing
- Assist with the monitoring of Google Classroom Manager for the Teacher Chromebooks

iPad Device Management [Smarthands with Third Party IT Support]

- Maintain inventory with Brookstone's IT#
- Group iPads and Chromebooks to proper classroom / group (ex. Primary, Lower, Upper OR by grade)
- Assist with the monitoring of Apple Classroom Manager for the Teacher iPads

PC Fulfillment / Laptop Setup / Laptop Assistance [Smarthands with Third Party IT Support]

- Unboxing, inventorying & labeling, configuring new hire laptops
- User login, chrome profile, necessary software for job
- Troubleshoot issues for Employees
- Create a "Troubleshooting" Reference for all Employees to access from our Google Site.

SmartBoard Maintenance

- Maintain listing of all Smart Boards: Serial Number, Model, Date of Purchase, Location
- Create a Video Reference for Faculty to access on how to operate a particular Model
- Contact Smarter Systems (vendor), as needed, for tech support / replacements

Database Management – Maintain a listing of all Hardware & accessories

- Create IT- # label (these are done 50 per page with MyAssetTag portal)
- Ensure all devices are labeled properly –
 - Keep laptop and other small accessories (ex. Mouse, mouse pad, adapter, dongle) as a bundle with the same IT#.
 - Enter all items in the IT Inventory tracking spreadsheet
 - Enter specific items to Faculty in the Classroom inventory tracking spreadsheet.
- Keep log of hardware warranties, serial numbers and location assignments

Maintain storage of various Hardware and Accessory Items

- Organize and label where to find items
- Maintain a "check-out" – in order to assist with replenishing used items

Other

- Maintain Login credentials for all IT related online accounts
- Learn and assist with the following: Smart Learning Suite (license through Camcor), Google Suite, Microsoft 365 Suite, Adobe, TrueIP Phone System, Dex Imaging/Eco Print

Qualifications

- Committed follower of Jesus Christ, reflecting a desire to serve Him and others in work and life.
- Eager to serve in a Christian learning environment, modeling diligence, perseverance, resilience, patience, courage, and Christian discipleship.
- Bachelor's degree required; advanced degree optional