



Information Technology Internship Program Guidelines

1. Program Purpose

The IT Internship Program is designed to:

- Provide students with structured, hands-on experience in enterprise IT operations.
- Bridge classroom learning with real-world technical environments.
- Develop professional, technical, and soft skills required for IT careers.
- Create a talent pipeline for part-time, full-time, and contract IT roles.
- Support the college's IT operations with supervised student contributions.
- Create earning opportunities for currently enrolled IT students.

The program emphasizes mentorship, exposure to multiple IT disciplines, and measurable skill development.

2. Program Structure

Program Length:

- 1 semester (15–16 weeks) minimum.
- Option to extend to 2–3 semesters based on performance and departmental needs.
- Institutional and departmental budget requirements are a prerequisite for continuing internships.

Work Hours:

- 10–20 hours per week during each academic term
- Up to 40 hours per week during breaks (if applicable)

Compensation:

- Paid hourly

Supervision Model:

- Assigned IT Supervisor (department-specific)
- Program Coordinator (IT leadership representative)
- Peer mentor (optional but highly recommended)

3. Eligibility Requirements

Applicants must:

- Be enrolled at the college in a degree or certificate program (e.g., IT, Cybersecurity, Networking, Computer Science, etc.).
- Maintain a minimum GPA (2.5 or higher).
- Have completed foundational coursework (e.g., Intro to Networking, Operating Systems, or equivalent).
- Demonstrate professionalism and reliability.
- Meet eligibility for employment under college HR policies.

Preferred (but not required):

- Relevant certifications (e.g., CompTIA A+, Network+, Security+)
- Prior technical support experience
- Participation in IT-related student organizations

4. Application & Selection Process

Step 1: Application Submission

Student applicants must submit:

- An email to express interest in participating in the internship (sent to dayersman@newriver.edu).
- A copy of a current resume.
- Faculty recommendation (optional but encouraged).

Step 2: Interview Process

- Technical screening (basic troubleshooting or scenario-based questions).
- Behavioral interview.
- Discussion of availability and career goals.

Step 3: Selection Criteria

Candidates are evaluated on:

- Technical aptitude
- Communication skills
- Professionalism
- Growth mindset
- Alignment with the IT department needs

5. Onboarding Requirements

Before beginning work, interns must:

- Complete HR onboarding paperwork.
- Sign confidentiality and acceptable use agreements.
- Review IT policies and procedures
- Attend an orientation session

6. Program Expectations

Professional Expectations

Interns are expected to:

- Maintain punctuality and consistent attendance
- Communicate proactively with supervisors
- Adhere to IT security policies.
- Display professional conduct that complies with the ACM Code of Ethics and Professional Conduct.
- Maintain confidentiality of institutional data.
- Document work performed.
- Demonstrate professionalism with faculty, staff, and students.

Performance Expectations

Interns will:

- Seek learning opportunities through hands-on tasks and activities.
- Complete assigned tasks within deadlines.
- Participate in team meetings, as needed.
- Seek feedback and use it to improve performance.
- Demonstrate progressive skill development.

Academic Expectations

- Maintain the required GPA
- Notify supervisor if academic standing changes or scheduling constraints arise.
- Manage both coursework and internship responsibilities.

7. Work Experience Service Areas

To provide broad exposure and gain diverse experience, interns may be assigned to tasks across multiple service areas.

Service Area 1: Help Desk / End-User Support

Skills Developed:

- Ticketing systems
- Hardware/software troubleshooting
- Customer service
- Remote support tools
- Documentation

Typical Tasks:

- Respond to service tickets

- Image and deploy devices
- Troubleshoot common issues
- Assist with classroom technology setup

Service Area 2: Systems & Infrastructure

Skills Developed:

- Active Directory administration
- Server basics
- Virtualization
- Backup systems
- Identity management

Typical Tasks:

- Account provisioning/deprovisioning
- Group policy updates (supervised)
- Monitor server dashboards
- Assist with patch management

Service Area 3: Networking

Skills Developed:

- Network topology
- Switch and wireless configuration (read-only or supervised)
- Network monitoring
- Cable management standards

Typical Tasks:

- Assist with switch labeling and documentation
- Monitor network performance tools
- Support Wi-Fi troubleshooting
- Update network diagrams

Service Area 4: Cybersecurity and Privacy

Skills Developed:

- Security monitoring basics
- Phishing awareness
- Risk management concepts
- Endpoint protection systems

Typical Tasks:

- Assist in reviewing security alerts
- Participate in tabletop exercises
- Help conduct phishing awareness campaigns
- Update documentation

Service Area 5: IT Projects & Innovation

Skills Developed:

- Project management fundamentals
- Documentation
- Vendor coordination
- Research and evaluation

Typical Tasks:

- Participate in hardware refresh projects
- Assist with system migrations
- Test new technologies
- Create user guides

8. Evaluation and Feedback

Mid-Term Evaluation

- Skill progression review
- Professional behavior assessment
- Goal adjustment

Final Evaluation

- Written performance review
- Supervisor recommendation (if earned)
- Self-assessment by intern
- Exit interview

Evaluation Categories:

- Technical competency
- Problem-solving ability
- Communication
- Initiative
- Reliability
- Team collaboration

9. Code of Conduct & Confidentiality

Interns must:

- Protect student and employee data (FERPA compliance)
- Follow least-privilege access standards
- Never share credentials
- Report security incidents immediately
- Adhere to institutional governance policies
- Complete the monthly assigned cybersecurity and privacy training

Violation of policies may result in termination from the internship program.

10. Completion & Advancement

Upon successful completion, interns may receive:

- Certificate of Completion
- Letter of recommendation
- Priority consideration for:
 - Student worker IT positions
 - Part-time technical roles
 - Entry-level IT employment at the institution

High-performing interns may be invited to specialize in a specific IT area during extended participation.