

**LINCOLN HOUSING AUTHORITY
INTERNSHIP PROGRAM**

COMPUTER SUPPORT/NETWORKING INTERN

- I. Purpose of Position
Assist in providing end user support for agency staff at various locations.
- II. Essential Job Functions**
1. Provide end user support of installed computer applications including, but not limited to the following:
 - a. Microsoft Windows 95, 98, and XP
 - b. Microsoft Outlook 98
 - c. Corel Office Suite
 - d. Microsoft Word
 - e. Microsoft Access
 2. Assist in maintaining and updating the LHA Intranet
 3. Assist in maintaining and updating the LHA Web Page
 4. Assist in configuration and installation of new or existing PC hardware and peripheral devices.
 5. Perform other related duties as required.
- III. Required Knowledge, Ability and Skills**
1. Ability to communicate effectively both orally and in writing.
 2. Ability to comprehend and follow both oral and written instructions.
 3. Ability to work independently, prioritize work tasks and meet deadlines.
 4. Ability to maintain positive working relationships with employees, supervisors, and the public.
 5. Working knowledge of the following software products: Microsoft Windows, Microsoft Office, Corel Office Suite, Microsoft Outlook, and Internet Explorer
 6. Working knowledge of networking software and protocols such as Windows NT/2000 Server, TCP/IP, etc.
 7. Working knowledge of software and hardware troubleshooting and installation.
- IV. Necessary Special Qualifications**
1. Major course work in Computer Networking, MCSE Preparation, Computer Science or a related field.
 2. Minimum of a 2.75 GPA.
 3. Must possess a valid State of NE drivers license and a clean driving record.
- V. Physical Demands
Work is performed in a standard office setting and requires the ability to lift up to 20 pounds. Must possess the manual dexterity necessary to perform keyboarding and computer operation tasks and to transport self to other physical locations in the city.