



## **IT Intern**

### **Internship-Ronald McDonald House Charities of Hawaii**

We are a team of inspired individuals who make a difference in people's lives. Our mission is to provide a home-away-from home for seriously ill children and their families, and to develop other programs and partnerships aimed at improving the lives of children in Hawaii and the Pacific. We are looking to reinforce our team with a student who cares, can take initiative, and prepared to do a lot of good. If you are talented, energetic and excited to share in our commitment of building a greater future, Ronald McDonald House Charities® of Hawaii has an internship opportunity for you.

#### **Job Summary**

The IT Intern will provide IT support by assisting the IT Consultant in maintaining and monitoring the computer systems and network. The student will work directly under the Administrative Services/Finance Manager.

- Acts as support for office equipment to include maintenance and troubleshooting of database software, printers, fax and copy machines, postage machine etc.
- Install and configure software and computer systems.
- Troubleshoot and resolve issues with software or hardware.
- Walk staff through steps to help them resolve their technical problems.
- Maintain procedures and reports that provide technical support to the entire organization.
- Analyze records and logs to spot underlying trends and potential issues.
- Support the implementation of new solutions or applications.
- Establish accounts for new users and assist with password or login problems.
- Test, evaluate, and make decisions about new technology for the organization.
- Promotes a positive image of the Ronald McDonald House through exceptional communications, behavior, and professional attitude.

#### **Qualifications**

- High levels of energy and passion
- Working knowledge and expertise with a variety of software, hardware, and applications.
- Willingness to solve complicated problems and see projects through to completion
- Analytical skills to study problems and records and identify solutions.



- Team-oriented attitude to help other colleagues and departments with technical problems.
- Strong interpersonal communication and relationship-building skills.
- High energy level, creativity, and flexibility. Ability to work in a team environment.
- Positive attitude, with sensitivity to the needs of the guest families.
- Ability to lift up to 25 pounds.
- Commitment to the mission and goals of the organization.

#### **Requirements**

- Reliable computer and internet access, for virtual or hybrid only.
- Proof of current and completed COVID-19 vaccination.

**For consideration please submit your resume to:**

**Kiree Higa**  
**Volunteer Services Manager**  
**kiree@rmhchawaii.org**

