



## SCL Technical Support Intern

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<b>SALARY:</b>	\$19.09 Hourly
<b>LOCATION:</b>	Seattle Municipal Tower, 700 5th Ave., Seattle, Washington
<b>JOB TYPE:</b>	College Intern
<b>SHIFT:</b>	Day
<b>DEPARTMENT:</b>	Seattle City Light
<b>BARGAINING UNIT:</b>	Not represented
<b>CLOSING DATE</b>	01/31/23 04:00 PM Pacific Time

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### POSITION DESCRIPTION:

Over 900,000 people in the Seattle area rely on Seattle City Light every day to keep their homes comfortable, businesses operating, and communities vibrant. It is our responsibility and privilege to provide our customers with power that is reliable, affordable, and environmentally responsible. As a public utility, our goals are defined by our customers and the communities we serve. We strive to deliver reliable energy to customers while also working to advance equity, achieve excellence, operate sustainably, and take care of our employees.

The Environment, Generation, and Technical Services Business Unit make certain that City Light operates in an environmentally sound manner and continues to be an environmental leader among utilities. The Technical Services team plays a key role in capital projects both in the city and at the generation facilities, as well as providing engineering support and guidance to all of Seattle City Light.

The Technical Support Intern will contribute to the effective delivery of technology services staff by acting as a liaison with the IT department to decommission outdated equipment and by running patches on equipment assigned to multiple users. The intern may also be responsible for creating an asset management application and document management inventory. This position reports to the Administrative Specialist.

The internship will benefit the student through the following learning objectives:

- Communication skills – effectively learn how to communicate technical terms to a non-technical audience.
- Work experience – troubleshoot and handle minor IT issues that require patches; Act as a liaison with Seattle IT to determine appropriate course of action. Create an asset management application.
- Critical thinking skills – analyze information and make judgments to document, identify, solve and/or refer issue.

### JOB RESPONSIBILITIES:

Here is more about what you'll be doing:

- Develop an asset inventory to manage product lifecycle and identify assets that are malfunctioning and/or qualify for a product replacement.
- Implement an asset management tool I (i.e. an app using Microsoft's Power Apps) for checking in/out equipment, such as laptops, docking stations, monitors, desktops, GPS,

- cameras, etc.
- Assist with organizing and migration of documents that have been scanned in order to preserve documents in an organized fashion for future needs, meet retention requirements, ensure quality assurance of scanned documents, and make documents discoverable by key word searches.
  - Create support documents to assist new staff with common technical questions (ex: using the City's Software Center and how to install network printers).
  - Review, edit, and update web content.
  - Coordinate with a broad range of audiences including IT, hiring managers, project managers, and staff to achieve project goals.

## **QUALIFICATIONS:**

### **Required Qualifications**

In addition to the qualities mentioned above, the candidate will need to possess the required qualifications below (or a combination of education, training or experience which provides an equivalent background required to perform the job):

- Candidate must be enrolled in accredited college coursework during their internship. Applicants must be in good standing with their educational program and remain enrolled in that program throughout their internship. Summer 2023 course enrollment is not required if the intern can show proof of enrollment for Fall 2023.
- Candidate is a freshman, sophomore, junior, or senior at the start of the internship.
- Candidate is enrolled in an academic program in Information Technology, Library Sciences, Business, or related field.
- Undergraduate candidates must possess at least a 2.0 GPA at the time of application and throughout the internship.
- Must be eligible to work in the U.S.

### **Desired Qualifications**

You will be successful if you have the following experience, skills, and abilities:

- Communicate effectively, both verbally and in writing
- Fundamental knowledge of Microsoft operating systems and Microsoft Suite
- Fundamental knowledge of Tableau
- Critical thinking - ability to recognize problems and assess situations, to gather relevant information, and take appropriate action
- Flexibility to adapt to changing situations, policies, and procedures
- Enrollment in a technology related class or program
- Fundamental knowledge in application development using MS Power Apps

## **ADDITIONAL INFORMATION:**

To Apply:

Submit the online application form with the following attachments:

- Resume
- Cover letter in which you clearly describe how your coursework, experience, and skills prepare you for the job responsibilities and qualifications outlined in the job announcement
- Your unofficial transcript - including current coursework, next term registration (if available at the time of application), and cumulative GPA

Complete applications will receive first consideration.

The time frame of the internship is May 2023-May 2024 (semester schools) or June 2023-June 2024 (quarter schools). The candidate can work up to 40 hours/week during the summer and up to 20 hours/week when classes are in session. Work hours will be flexible to accommodate intern's academic schedule.

Interns do not receive benefits but can obtain a subsidized ORCA pass and accrue sick time that can be used after 90 days of employment.

Interns must have a Washington State address and live in Washington State at the time of hire and for the duration of their employment.

The City has the expectation that interns will be readily available to report to onsite work in Seattle when operational needs require.

**Who May Apply:** This position is open to all candidates that meet the qualifications. Seattle City Light values diverse perspectives and life experiences. Applicants will be considered regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, or gender identity. Seattle City Light encourages people of all backgrounds to apply, including people of color, immigrants, refugees, women, LGBTQIA+, people with disabilities, veterans, and those with diverse life experiences.

Job offers are contingent on the verification of credentials and other information required by the employment process, including the completion of a background check and COVID-19 vaccination verification. The background check will involve a criminal history check, which includes conviction and arrest records in compliance with the [Seattle's Fair Chance Employment Ordinance, SMC 14.17](#) and the [City of Seattle Personnel Rule 10.3 \(Download PDF reader\)](#) ([Download PDF reader](#)). A driving history review may be conducted in compliance with [SMC 4.79.020](#). Applicants will be provided an opportunity to explain or correct background information.

**COVID 19 Vaccination Mandate** - City of Seattle employees are required to be fully vaccinated against COVID-19. If hired, you will be required to submit proof of vaccination prior to your employment start date. People are considered fully vaccinated two weeks after their second dose in a two-dose series or two weeks after a single-dose vaccine. Employees may make requests for a reasonable accommodation based on a medical disability or for sincerely held religious beliefs. Philosophical, political, scientific, or sociological objections to vaccination will not be considered for an exemption or accommodation.

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APPLICATIONS MAY BE FILED ONLINE AT:  
Job #2022-02395

<http://www.seattle.gov/jobs>  
SCL TECHNICAL SUPPORT INTERN  
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If you are unable to apply on-line you may submit a paper application by the closing date to our office.

OUR OFFICE IS LOCATED AT:  
Seattle Municipal Tower  
700 5th Avenue, Suite 5500  
Seattle, WA 98104

[Careers@seattle.gov](mailto:Careers@seattle.gov)



**All City of Seattle employees are required to be fully vaccinated against COVID-19. Failure to submit proof of vaccination or qualify for a reasonable accommodation will result in withdrawal of the job offer.**

**Language Premium** - Individuals selected to fill this position may be eligible to receive Language Premium Pay (SMC 4.20.360), which provides a \$200.00 monthly stipend to qualified bilingual employees who are properly evaluated and assigned to provide direct communication in-language, interpretation, or translation services to the public on behalf of the City of Seattle.

**Who May Apply:** This position is open to all candidates that meet the minimum qualifications. The City of Seattle values diverse perspectives and life experiences. Applicants will be considered regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, or gender identity. The Department encourages people of all backgrounds to apply, including people of color, immigrants, refugees, women, LGBTQ people, people with disabilities, veterans and those with diverse life experiences.

**Accommodations for people with disabilities are provided on request.**

## SCL Technical Support Intern Supplemental Questionnaire

\* 1. Did you attach a copy of your unofficial college transcript, cover letter, and resume? (All are required).

Yes

No

\* 2. I am currently enrolled in the following educational program:

Four-year College

Two-year College

Graduate Program

Certificate

Other

\* 3. At the start of summer 2023, what will your student status be?

I will not be a current student at that time

Freshman

Sophomore

Junior

Senior

Graduate Student

\* 4. When is your anticipated graduation date (month and year)? You must be a student for the duration of the internship.

\* 5. What is your current cumulative GPA?

\* 6. What is your Major?

\* 7. This is a year-long internship. Are you able to work up to 40 hours during the summer and up to 20 hours while in school?

Yes  No

\* 8. Are you an international student?

Yes, and I understand that I will need to obtain authorization to work in the US prior to starting my internship.

No, I am a US citizen, permanent resident, or otherwise already have US work authorization.

\* 9. Are you a current or former Seattle Promise student?

Yes

No

I don't know

\* Required Question