



University Students' Council of the University of Western Ontario POSITION DESCRIPTION

EFFECTIVE: 02/01/2014

SUPERSEDES: 04/01/2013

AUTHORITY: Executive

RATIFIED BY: Executive

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1.00 POSITION TITLE: TECHNOLOGICAL INFRASTRUCTURE INTERN

2.00 POSITION OVERVIEW:

- (1) Under the guidance of the Senior Manager, Media and Communications, the Technological Infrastructure Intern is responsible for recommending and implementing improvements to the USC's existing technological solutions. The Technological Infrastructure Intern will engage in a variety of analytical and technical assignments that require diagnosis of issues and documentation of solutions.

3.00 PRIMARY RESPONSIBILITIES:

- (1) *USC Website Duties:* enhance the functionality of various USC Websites, including the main USC Website, Involvement Compass, OpenUSC, and many more.
- (2) *IT Collaboration:* work with IT Department, Executives and Staff to identify and examine systemic problems, then research and present on potential IT solutions.
- (3) *Operational Support:* provide day-to-day assistance with existing infrastructure services and support to users of those services.
- (4) *Project Development:* responsible for the development and deployment of new infrastructure services, prototypes and documentation of solutions.
- (5) *Project Execution:* responsible for delivering high-quality solutions while engaging all relevant stakeholders in a clear and efficient manner.

4.00 QUALIFICATIONS:

- (1) Prior knowledge, background or experience in infrastructure services and information technology. Qualified candidates for this position must be an undergraduate student of Western University. Qualified candidates will have strengths in the following areas:
 - a) Excellent interpersonal rapport,
 - b) Strong oral and written communication skills,
 - c) Experience working within a project based working model,
 - d) Ability to work independently on projects,
 - e) Ability to manage several different projects at once,
 - f) Basic computer technical skills (proficient in Microsoft Word, Excel, Access, PowerPoint and Adobe), as well as experience with MySQL, PHP, JavaScript, JQuery, CSS, and HTML,
 - g) Ability to accept feedback and incorporate revisions,
 - h) Solid foundation in computer sciences, with strong understanding of data structures, algorithms, and software design,
 - i) Excellent time management skills and



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j) Detail and task oriented.

5.00 TIME COMMITMENT:

- (1) The time commitment is a maximum of fifteen hours of work per week on average. These hours will be allotted to each project the Technological Infrastructure Intern is given until its completion. Additional hours will be communicated and mutually agreed upon in advance, when necessary.

6.00 TRAINING/SUPPORT:

- (1) There will be a Health and Safety training seminar conducted at the beginning of your employment. This seminar is mandatory as all members of the USC must attend.
- (2) There will be an Orientation Day conducted in August to familiarize the Intern with the USC operations, fellow interns and staff.
- (3) On-the-job training will be provided on an ongoing basis by the Senior Manager, Media and Communications.
- (4) Training will also consist of job shadowing the Senior Manager, Media and Communications and the IT Support Technician.
- (5) If there are additional professional development seminars deemed appropriate for the Individual's success in the role, the Senior Manager, Media and Communications will approve and arrange training as required.

7.00 LEARNING OUTCOMES:

- (1) The Technological Infrastructure Intern will be provided with a structured professional development opportunity to build their personal and organizational capacity. The Information Technology Department will equip the Intern with the skills needed to successfully deliver high-quality websites and infrastructure services. This learning opportunity is geared for students who have aspirations of building a portfolio in order to pursue a future career in Information Technology.

8.00 COMMUNITY IMPACT:

- (1) The Technological Infrastructure Intern has the opportunity to directly impact student life and engagement within the University Students' Council at Western University with the enhancement of current USC websites. The USC directly impacts student life and involvement in the Western and London community. The role of the Technological Infrastructure Intern will be to grow and nurture this relationship between students and the USC with these new developments.

9.00 EVALUATION:

- (1) *Formative Assessment:* The Senior Manager, Media and Communications will maintain an ongoing and open dialogue of informal feedback with the Technological Infrastructure Intern. This informal process of feedback will be completed on-the-job and will aid in



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identifying learning needs for successful task completion. This will allow for instructional guidance in learning a new skill and being able to execute assigned tasks and projects successfully. This type of feedback goes both ways so as to allow the Technological Infrastructure Intern to obtain a meaningful experience while also informing the Senior Manager, Media and Communications about specific learning and development goals they hope to achieve.

- (2) *Summative Assessment:* There will be three formal feedback surveys conducted throughout the Technological Infrastructure Intern's employment. These surveys are to provide the Intern with the ability to articulate their experiences so far and to evaluate their program to identify any learning opportunities they would like to participate in. The second aspect of the summative assessment is formally conducted by the Senior Manager, Media and Communications to evaluate all strengths, any necessary improvements and communicate future projects with the Technological Infrastructure Intern. This collaborative assessment will allow for both to communicate how the experience has been so far and to evaluate the overall job performance.

10.00 SUPERVISION:

- (1) The Technological Infrastructure Intern will report directly to the Senior Manager, Media and Communications at the University Students' Council of the University of Western Ontario. The Senior Manager, Media and Communications can be contacted at 519-661-2111 ext. 85888. Their office is located on the third floor, room 313, in the University Community Center at Western University.
- (2) Secondary support for the Technological Infrastructure Intern will be the IT Support Technician, located on the third floor, room 312, in the University Community Center at Western University, and can be contacted at 519-661-2111 ext. 88952.

11.00 ADDITIONAL INFORMATION:

- (1) A familiarity with the political and organizational structure of the USC and an understanding of its services and operations is an asset but not required.
- (2) An Individual who is comfortable with project management will excel in this position. The Technological Infrastructure Intern will be given the scope of a project and contact information, but will execute the assignment from start to finish, periodically updating the Senior Manager, Media and Communications of their progress and proposed solution.