**ONE – Overview**

**TOOLS & TECHNOLOGY INTERN WILL USE**

Computers Microsoft Word

Internet Research Microsoft Outlook

Basic SQL/.net/Java Training Resources

Safety First Website Copiers/Scanners

**SKILLS INTERN WILL PRACTICE**

Active Listening Critical Thinking

Reading Comprehension Coding applications

Requirements Analysis Meeting Deadlines

Complex Problem Solving

**ABILITIES INTERN WILL PRACTICE**

Written Comprehension Deductive Reasoning

Oral Expression Written Expression

Following Oral Instruction

**WORK ACTIVITIES**

Oral Expression

Oral Comprehension

Problem Sensitivity

Inductive reasoning

Deductive Reasoning

Speech Clarity

Written Expression

Organizing, Planning, and Prioritizing Work

Communicating by Phone and e-mail

Analytical Thinking

* Performs routine Web updates
* Develops and updates city Internet site
* Maintains variety of computer applications
* Performs variety of programming functions

**TWO – Learning Objectives (under division supervision)**

* Participates in the development of the city’s web,

Intranet and business applications

* Accesses and maintains appropriate databases
* Performs software updates and testing
* Defines program requirements
* Performs database queries
* Provides user support
* Prepares system documentation

**MEASURES**

* Updates computer programs and web/intranet
* Provides user support by completing IT requests
* Compiles and edits programs
* Completes programming assignments

**ONE – Overview**

**TOOLS & TECHNOLOGY INTERN WILL USE**

Computers Esri ArcGIS

Internet Research Microsoft Outlook

Basic SQL Training Resources

Safety First Website Copiers/Scanners

**SKILLS INTERN WILL PRACTICE**

Active Listening Critical Thinking

Reading Comprehension Geometry

Social Perceptiveness Trigonometry

Map Projections Meeting Deadlines

Complex Problem Solving

**ABILITIES INTERN WILL PRACTICE**

Written Comprehension Deductive Reasoning

Oral Expression Written Expression

Following Oral Instruction

**WORK ACTIVITIES**

Oral Expression

Oral Comprehension

Problem Sensitivity

Inductive reasoning

Deductive Reasoning

Speech Clarity

Written Expression

Organizing, Planning, and Prioritizing Work

Communicating by Phone and e-mail

Analytical Thinking

* Performs routine GIS work
* Develops and updates GIS database
* Updates layers of the GIS database
* Performs variety of GIS technical tasks

**TWO – Learning Objectives (under division supervision)**

* Participates in the development of the city’s GIS
* Accesses and maintains GIS database
* Performs GIS software updates and testing
* Compiles data to develop data layers
* Performs database queries
* Provides GIS user support
* Interprets plans, technical drawings, and maps.

**MEASURES**

* Updates data layers
* Provides user support by completing GIS requests
* Interprets data and draws appropriate GIS maps
* Completes GIS automation assignments

**ONE – Overview**

**TOOLS & TECHNOLOGY INTERN WILL USE**

Computers Microsoft Word

Internet Research Microsoft Outlook

Microsoft Project Training Resources

Safety First Website Copiers/Scanners

**SKILLS INTERN WILL PRACTICE**

Active Listening Critical Thinking

Reading Comprehension Business Analysis

Social Perceptiveness PMBOK Methodology

Facilitation Meeting Deadlines

Complex Problem Solving

**ABILITIES INTERN WILL PRACTICE**

Written Comprehension Deductive Reasoning

Oral Expression Written Expression

Facilitation Techniques Task Delegation

**WORK ACTIVITIES**

Oral Expression

Oral Comprehension

Problem Sensitivity

Inductive reasoning

Deductive Reasoning

Speech Clarity

Written Expression

Organizing, Planning, and Prioritizing Work

Communicating by Phone and e-mail

Analytical Thinking

* Performs routine project coordination work
* Develops and updates project plans
* Schedules and assigns project tasks
* Participates in the implementation of new systems

**TWO – Learning Objectives (under division supervision)**

* Participates in the development and implementation of

New systems/applications

* Meets with departments to identify and document

Business requirements

* Coordinates software updates and testing
* Provides user application support
* Assists in software change control

**MEASURES**

* Prepares project plans
* Defines tasks and responsibilities
* Provides user support
* Develops business requirements document
* Completes project request documentation

**ONE – Overview**

**TOOLS & TECHNOLOGY INTERN WILL USE**

Computers Copiers/Scanners

Internet Research Microsoft SCCM

Microsoft Office iOS Devices

Safety First Website

**SKILLS INTERN WILL PRACTICE**

Active Listening Critical Thinking

Reading Comprehension Business Analysis

Social Perceptiveness Windows Mgmt.

Network Mgmt. Meeting Deadlines

Complex Problem Solving

**ABILITIES INTERN WILL PRACTICE**

Written Comprehension  
Deductive Reasoning

Oral Expression Written Expression

**WORK ACTIVITIES**

Oral Expression

Oral Comprehension

Problem Sensitivity

Inductive reasoning

Deductive Reasoning

Speech Clarity

Written Expression

Organizing, Planning, and Prioritizing Work

Communicating by Phone and e-mail

Analytical Thinking

* Performs routine maintenance work
* Develops and updates documentation
* Participates in the implementation of new systems

**TWO – Learning Objectives (under division supervision)**

* Participates in the development and implementation of

New systems/applications

* Meets with other IT staff and business stakeholders  
  to determine requirements and needs
* Coordinates software updates and testing
* Provides user application support
* Assists in change control

**MEASURES**

* Prepares project plans
* Defines tasks and responsibilities
* Provides user support
* Develops business requirements document
* Completes project request documentation

**ONE – Overview**

**TOOLS & TECHNOLOGY INTERN WILL USE**

Computers Microsoft Word

Internet Research Microsoft Outlook

Microsoft Visio Microsoft PowerPoint Training Resources Snapshot Capture

Safety First Website Copiers/Scanners

**SKILLS INTERN WILL PRACTICE**

Active Listening Critical Thinking

Reading Comprehension Analyzing Processes

Writing Meeting Deadlines

Complex Problem Solving

**ABILITIES INTERN WILL PRACTICE**

Written Comprehension Deductive Reasoning

Oral Expression Written Expression

Following Oral Instruction

**WORK ACTIVITIES**

Oral Expression

Oral Comprehension

Problem Sensitivity

Inductive reasoning

Deductive Reasoning

Speech Clarity

Written Expression

Organizing, Planning, and Prioritizing Work

Communicating by Phone and e-mail

Analytical Thinking

* Prepares end user documentation
* Develops workflow charts
* Maintains policies and procedures
* Performs variety of technical writing functions

**TWO – Learning Objectives (under division supervision)**

* Writes and edits technical materials/documentation
* Prepares workflows based on business processes
* Assists in preparation of testing materials
* Prepares desktop procedures
* Researches and drafts policies and procedures
* Participates in researching new software/hardware

**MEASURES**

* Documents business process workflows
* Provides user documentation
* Develops and updates policies and procedures
* Completes writing assignments