

UMass Summer Computer Technology Internship Program for Summer of 2008

SPIRE Communications Intern

A. General Summary of Position

In collaboration with the SPIRE Training Team, the Communications intern will be responsible for conducting the preliminary research and setup for the SPIRE 'best practices' blog, a dynamic support resource for our staff users. SPIRE is the Student Information System at UMass Amherst. Support staff in academic departments use SPIRE to view students' personal and academic information, process enrollment overrides, assign advisors or holds, and perform various other administrative duties. The SPIRE 'best practices' blog will provide a space for discussing SPIRE 'hot topics', sharing tips and tricks, and documenting solutions to known SPIRE issues.

B. Examples of Duties

1. Conduct preliminary research on blogging as a communication tool for IT support. Summarize findings in a background report.
2. Use the OIT Help Desk support ticket database to identify the top SPIRE problems reported by our staff users in the past year.
3. Assist with the development of project specifications.
4. Brainstorm and develop content for the SPIRE best practices blog.
5. Contribute at least three blog entries.
6. Assist with the marketing and communications required for launching the blog (brainstorm communications plan, develop marketing copy, etc).

C. Qualifications

1. Interest in Web 2.0 technologies (e.g., blogs, social networking sites, RSS feeds) and their impact on technology users.
2. Research skills: familiarity extracting and synthesizing information from a variety of sources (both online and print.)
3. Writing skills: experience writing clearly and concisely in various formats. Writing for the Web experience and/or technical writing, desirable, but not necessary. Must enjoy the writing and editing process.
4. Working knowledge of computers and software (Microsoft Word & Excel). Comfortable learning new technologies quickly.
5. Ability to meet deadlines and work independently.
6. Willing to take on challenges and tasks as they arise.
7. Ability to work effectively in a highly organized manner. Paying close attention to detail is essential.
8. Excellent communication skills.
9. Good academic standing.

The University of Massachusetts Amherst is an Affirmative Action Equal Opportunity Employer. Students from traditionally under-represented groups are especially encouraged to apply. The selection process will not discriminate against any student on the basis of color, ethnicity, gender, sexual preference, religion or disability.

Last Revised: December 20, 2007