

**Sanctuary for Families** is New York's leading service provider and advocate for survivors of domestic violence, sex trafficking, and related forms of gender violence. Sanctuary works to end gender violence through three key areas: direct service; outreach, education and training; and systems-change advocacy. Every year, Sanctuary empowers thousands of adults and children to move from fear and abuse to safety and stability, transforming lives through a comprehensive range of services.

**Position Summary:** The IT Intern will provide valuable support to the Strategic Systems department, which works to enable Sanctuary's mission through strategic and effective use and governance of technology. This internship offers a unique opportunity for an intern interested in gaining practical experience in a nonprofit environment while contributing to the organization's mission. It could also be an opportunity for a retired person to become involved with Sanctuary. The intern will respond to helpdesk inquiries and assist with various IT-related tasks and projects, including providing technical support, assisting with system maintenance, and troubleshooting software issues.

**Responsibilities may include:**

1. Respond to helpdesk tickets and user inquiries by answering inquiries, assisting with software and hardware problems, and escalating complex issues to higher levels of support
2. Assist with the installation, configuration, and maintenance of hardware, software, and peripherals.
3. Collaborate with the IT team to conduct routine system maintenance tasks, such as updates, backups, and patches.
4. Assist in inventory management, including tracking IT assets, monitoring supplies, and organizing equipment.
5. Support the implementation and maintenance of information security protocols and practices.
6. Participate in IT projects as assigned, including researching and evaluating new technologies.
7. Document IT processes, procedures, and troubleshooting guides to facilitate knowledge sharing.

**Qualifications:**

1. Strong written and verbal communication skills
2. Strong interpersonal skills, including the ability to interact calmly with people with varying levels of urgency or frustration.
3. Self-motivated and eager to learn, with a proactive approach to tasks and responsibilities.
4. Knowledge of computer hardware, software, and operating systems.
5. Familiarity with Microsoft Office Suite and other common software applications.
6. Excellent problem-solving and analytical skills.
7. Attention to detail and ability to work in a fast-paced environment.
8. Ability to work effectively in a team environment.
9. Must be able to lift 30 lbs.

**Value to Intern**

1. Hands-on experience working in a nonprofit organization, contributing to its mission and making a positive impact.
2. Exposure to various aspects of IT operations and support, enhancing technical skills and knowledge.
3. Mentorship and guidance from experienced IT professionals.
4. Networking opportunities within the organization and the nonprofit sector.
5. Potential for future recommendations and references based on performance.

**Work hours and location:**

1. We are looking for interns who can commit to a minimum engagement of 2 months.
2. 3 days a week, 12-18 hours per week.
3. On-site work at our headquarters office in lower Manhattan.
4. (Exact dates/times flexible based upon the intern's schedule and team needs).

Note: The responsibilities and qualifications listed above are indicative and can be adjusted based on the specific needs and requirements of the nonprofit organization.

**This internship is unpaid;** however, we will work with students who seek to obtain school credit or access outside funding.

**To Apply:**

Please apply by sending your cover letter and resume to Hope Faison [hfaison@sffny.org](mailto:hfaison@sffny.org)