

## **Information Technology (IT) Arsht Interns Program**

### **Program Responsibilities**

The information technology intern will gain hands-on experience and be responsible for a series of tasks, while interacting and working with other employees. Responsible for providing technical assistance and support related to computer systems, hardware or software. The intern will respond to inquiries, run diagnostics programs, isolate problems and determine and implement a solution.

The IT intern will assist with:

- Providing technical assistance and support for incoming queries and issues related to computer systems, software and hardware.
- Responding to tickets from staff seeking help.
- Walking staff through problem-solving processes.
- Installing, modifying and repairing computer hardware and software.
- Running diagnostic programs to resolve problems.
- Installing computer peripherals for users.
- Following up with staff to ensure the issue has been resolved.
- Gaining feedback from users about computer usage.

### **Program Requirements**

- College junior or senior pursuing a degree in information technology (preferred, not required).
- Must be at least 18 years old (prior to starting the internship).
- Strong written and interpersonal skills.
- Easy adaptability to last-minute changes and assignments.
- Must be available to nights and weekends.
- Be polite and helpful, treating each call or email with the respect it deserves.
- Minimum 15 hours up to 24 hours of availability weekly.
- Strong interest in the arts.

### **Job Type**

Internship

**Work Location**

In person

**Schedule**

Day shift, some night shifts and weekends

**Ability to commute/relocate**

Miami, FL 33132

Reliable method of transportation or planning to relocate before starting work (required)

**Salary**

\$15.00 per hour

*This is a paid internship that can also be taken for school credit. Please check with your school for additional details.*

**Physical Demands**

- While performing the duties of this position, the employee is frequently required to stop, reach, stand, walk, lift, pull, push, grasp, communicate and use repetitive motions.
- While performing the duties of this position, the employee may frequently lift and or move 20 pounds of materials. The position requires the individual to meet multiple demands from multiple people and interact with the public and other staff.

**About the Adrienne Arsht Center for the Performing Arts of Miami-Dade County**

The Arsht proudly serves as the cultural pulse of Miami – the heart of magical live arts experiences that spark the imagination and connect people to one another. Whether on our stages or in your neighborhood, the Arsht is alive year-round with international artists , innovative programming from resident companies and local arts partners, free community events that reflect Miami’s unique identity

and more than 100 culturally diverse and impactful learning experiences for 80,000 children every year.

Since opening in 2006 in the heart of downtown, the Arsht, a 501(c)(3) non-profit organization, has been recognized as a leader in the city's cultural transformation, a catalyst for billions of dollars in new development and a host venue for historic events. The 300+ annual Arsht events include a robust series of touring Broadway musicals direct from New York, star-studded jazz and classical music concerts curated for South Florida, a major annual Flamenco Festival and an award-winning Miami-based theater program. In addition, Family Fest, Gospel Fest Miami, Art + Mind Day, Heritage Fest and our LGBTQ+ Pride celebration are among dozens of free events that bring people from all corners of our community together. For more information, visit [arshtcenter.org](https://www.arshtcenter.org).

**The Adrienne Arsht Center is an equal opportunity employer committed to being an inclusive workplace and strongly believes in the importance of having a diverse group of individuals represented both onstage and off.**