



Technical Support Intern

Status: Paid, part-time, non-exempt, 14-21 hours/week in Summer 2024

Reports to: Director of IT Infrastructure and Museum Technology

The Statue of Liberty-Ellis Island Foundation seeks a part-time Infrastructure and Museum Technology Intern. The non-profit Foundation, one of the most successful public-private partnerships in the country, is excited to welcome its third class of summer interns. This is a valuable opportunity to acquire practical experience supporting museum technology dedicated to the most iconic figure in the world, the Statue of Liberty.

Core responsibilities:

- Demonstrates basic operational ability to troubleshoot and problem-solve equipment issues.
- Provide support for museum exhibitions, such as daily health checks, regular cleaning, maintenance, and troubleshooting simple audio-visual issues.
- Provide support for basic user administrative tasks, help desk requests, and assist in preparing documentation where necessary.
- Ability to interact with various stakeholders in a professional manner, including the National Park Service, museum guests, office staff, etc.

Qualifications:

- Currently pursuing a Bachelor's degree in Information Technology or related field.
- Demonstrates proficiency with Windows OS and computer hardware.
- Working experience in AV museum technology a plus.
- Passionate about the Foundation's mission and dedication to the areas of immigration, genealogy, historic preservation, and parks.

Skills:

- Excellent verbal and written communication skills.
- Detail oriented and well organized.
- Excellent time management skills; comfortable working both collaboratively and independently.
- Ability to lift heavy objects (max 50 lbs.).
- Ability to be on your feet for extended time; frequent stooping, kneeling, and crouching.

Logistics:

- This internship pays \$16.00-\$16.00/hour for 14-21 hours/week for 10-14 weeks between Memorial Day and Labor Day, 2024.
- Work hours are generally between 9am to 5pm, but flexibility is required to accommodate events that may occur on weekends or outside of regular working hours.
- This position will mostly work on Ellis Island but will also include time spent on Liberty Island. Ferry transportation is provided free of charge for staff.



- The intern must be compliant with the Foundation's COVID-19 Mandatory Vaccination Policy as of their first day of work. This policy requires employees to have received the COVID-19 vaccination (including boosters, when recommended) unless a reasonable accommodation is approved.
- Interns will take part in select offerings coordinated by staff, including tours of Liberty and Ellis Islands. Interns will join monthly All Staff meetings, presenting their accomplishments at the end of the program.

Application Process:

- Please email a one-page cover letter and resume to: careers@libertyellisfoundation.org with the job title in the subject line. Each file name should begin with the applicant's last name. In your email, please answer the following questions
 - How many years of experience do you have working with Windows?
 - Name any A/V equipment or software you have used in the past.
 - What days/times are you available (including the weekend)?
- No phone calls, please.

About The Statue of Liberty-Ellis Island Foundation (www.LibertyEllisFoundation.org)

The Statue of Liberty-Ellis Island Foundation is a non-profit that collaborates with the National Park Service in one of America's most successful public-private partnerships. In 1982, President Ronald Reagan asked Lee Iacocca to raise private funds for the historic restoration of the Statue of Liberty and Ellis Island. The Foundation has since created the Ellis Island National Museum of Immigration, constructed the Statue of Liberty Museum, maintained museum exhibits, and funded hundreds more projects on the islands. The organization also developed the free 65-million-record Ellis Island Passenger Database. This resource is available free online and in person at the American Family Immigration History Center at Ellis Island, which is managed by the Foundation. Follow the Foundation @StatueEllisFdn

The Statue of Liberty-Ellis Island Foundation is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.