Overview
Tufts University is a leader in American higher education, distinctive for its success as a moderately-sized university that excels at research and is committed to providing students with a personal experience. Tufts is known for its academic blend of research and liberal arts, with three main campuses, including a medical school, dental school, and veterinary school. These practices create a unique combination that attracts faculty, staff and students who thrive in an environment of curiosity, creativity and engagement.

Network Services Overview
Network Services is responsible for managing all networking technology for both the wired and wireless infrastructure, critical services platforms, and the network connectivity across all four campuses of the university. In addition, Network Services is responsible for planning and engineering future projects for the university covering a diverse array of networking services – firewall and internet security, routing architecture, etc. We recently reengineered the internet gateways, upgraded the core routers from 10G to 100B and rolled out the Next Generation Firewalls.

Internship Description
The IT Network Support Associate intern will collaborate with a team of seven full-time network support professionals to provide high-quality technical support to Tufts students, faculty, and staff. Depending on skill level and team needs, the intern may focus more on technical or administrative services or perform a blend of work in both areas. Some prior customer service or technical experience is required, however, training on systems, procedures, and environment will be provided. Two of the projects the intern will work on this Fall are rolling out and replacing Cisco switches in older locations, such as dorms, and enhancing outdoor wireless capabilities. The skills learned from these projects are a building block to learning about network switching and IP routing as well as design work.

Internship Responsibilities
Under close supervision and guidance, responsibilities include:
- Assist in providing inventory of existing storage and Telecom Rooms
- Provide help in several key networking projects including a network switch replacement and wireless upgrade
- Work in basic assembling, installation and configuration of Cisco networking equipment
- Help in configuring Network Monitoring Systems (NMS)
- Documenting various network components and topology
- Provide assistance to other engineers as it relates to day-to-day activities

Basic Qualifications
- Experience using and creating technical documentation to improve service and/or operations
• Ability to physically use tools to assemble, install and configure equipment
• Ability to lift 30 lbs. and climb small ladders
• Ability to efficiently manage time, multi-task as needed, and effectively navigate shifting priorities
• Flexibility and adaptability to work effectively as a member of a team as well as an ability to work independently
• Strong communication and interpersonal skills; the ability to work effectively with individuals at all levels of the organization
• Attention to detail and commitment to quality
• Customer focus
• Creativity and entrepreneurial thinking; capacity to make innovative use of knowledge, information and opportunities
• Critical thinking and problem-solving skills
• Must be able to handle sensitive situations and data and maintain utmost privacy and confidentiality

**Desired Qualifications**

• Solid proficiency with Windows and Mac OS X operating systems
• Understanding of network technologies including TCP/IP and basic routing fundamentals
• Knowledge of basic Cisco OS and related applications
• MS Office and academic application proficiency, especially with Word, Excel and Visio
• Having been given a set of resources to draw from, the ability and desire to learn independently
• Strong sense of curiosity and some ability to analyze data to answer questions