

NYC Department of Education 2016 Internship Program Project Form

INTERNSHIP TITLE:

HR Connect Intern

DIVISION/OFFICE:

Division of Human Resources/HR Connect

ADDRESS:

65 Court Street, Brooklyn New York 11201

OFFICE DESCRIPTION:

- Support: Knowledge and Technology team by testing new Customer Relationship Management (CRM) Oracle Service Cloud
- Support Training team and assist with CRM Oracle Service Cloud training project.
- Support Data Management Office by updating and processing employee information and employee verification for school based employees.

INTERNSHIP RESPONSIBILITIES:

Under the supervision of the HR Connect Training Team, the intern will have three two week rotations in three HR Connect Call Center Offices.

Under the supervision of the HR Connect Knowledge and Technology team the intern will:

- Run test scripts
- Record errors during testing
- Retest Oracle Service Cloud
- Assist with updating solutions and documentations

Assist the HR Connect Training team with developing and testing activities, prepare materials, set up training spaces, assist participants in class and perform miscellaneous training related tasks

Under the supervision of the HR Connect Data Management Office, the intern will:

- Support the office with processing mortgages and employee verifications
- Use Seibel (technology program) to locate employee data
- Learn to scan documents
- Learn to open a service request



**Department of
Education**

Carmen Fariña, Chancellor

QUALIFICATIONS/SPECIAL SKILLS/AREA OF STUDY:

Critical thinking
Attention to details
Team Player
Knowledge of Microsoft Office Software
Able to Multi-task

SALARY INFORMATION:

This is an unpaid internship.

ADDITIONAL INFORMATION/COMMENTS (Optional):