

UF Information Technology

Internship Title: Technical Writer for User Documentation Internship

Department: Research Computing

Work Location: UF East Campus, 2046 NE Waldo Road, Gainesville, FL 32609

Brief Description of Internship:

The Research Computing User Service and Support Team is looking for an intern to assist with writing basic and editing intermediate documentation and HiPerGator usage guides for UF Research Computing users. The intern will be expected to work with Research Computing Facilitators and Systems staff as well as communicating with UFRC customers to solicit feedback and determine areas of improvement.

Specific Duties:

- Assist RC Facilitators with documenting HiPerGator usage for customers
- Determine areas of documentation improvement for more efficient HPG use
- Communicate with customers to get feedback on documentation structure and content

Hours Per Week: 10 - 15 hours per week

Qualifications Needed:

- Technical writing and editing proficiency
- Strong listening, and communication skills
- Familiarity with Linux and command-line use
- Some research or programming experience is a plus

Learning Objectives:

- Practical understanding of contemporary research computing
- Learning to produce clear, appealing, and ultimately useful user documentation
- Demonstrate openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people and understand individuals' differences
- Identify, write down, and carry out performance objectives (mutually agreed upon by the employer, the UFIT experiential learning supervisor, and the student) related to the practical experience in their internship
- Develop effective work habits, including time management, punctuality, and personal accountability related to the work and its function in the economy