

UF Information Technology

Internship Title: Support and Applications Internship

Department: Research Computing

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

Brief Description of Internship:

The Research Computing User Support and Services Team is looking for interns who can assist with UF Research Computing user support, ticket triage, application installation, and support tool development. The interns will be expected to work with Research Computing Facilitators and Systems staff and communicate with customers as needed.

Specific Duties:

- Support service request/ticket triage
- Answering basic support questions via ticketing system, slack, Zoom
- Installation of research applications on HiPerGator
- Development of support-related scripts/tools/web applications

Hours Per Week: 10 - 15 hours per week

Qualifications Needed:

- Strong communication skills
- Familiarity with Linux and command-line use
- Research or programming experience is a plus

Learning Objectives:

- Practical understanding of contemporary research computing
- HPC application installation skills
- Troubleshooting application code
- Programming experience (support tool and web app development)
- 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