

## UF Information Technology

**Internship Title:** Systems Administrator/Programmer Internship

**Department:** Infrastructure and Communication Technology

**Work Location:** Ayers building at 720 SW 2<sup>nd</sup> Avenue Gainesville, FL 32601

### **Brief Description of Internship:**

This internship position will work with members of the Collaboration Platforms Services team. This team administers and delivers Email, Microsoft 365, Azure Active Directory, Google Workspace for Education, and Dropbox for Business for the University of Florida. We manage email security, routing, and delivery through Exchange Online and on-premises Postfix SMTP servers. We perform provisioning and de-provisioning of user accounts for all of our services. We perform Tier 3 issue resolution and request fulfillment. We strive to continuously improve the efficiency and automation of our operations.

### **Specific Duties:**

- Perform administrative tasks for Email, Microsoft 365, Azure Active Directory, Google Workspace for Education, and Dropbox for Business
- Assist with upgrading servers running Windows Server 2012 to current version
- Develop automations to improve operational efficiencies

**Hours Per Week:** 10 - 15 hours per week

### **Qualifications Needed:**

- Basic understanding of Microsoft 365 and Azure AD administration
- Basic understanding of Exchange, Exchange Online, and SMTP email operation
- Experience with programming languages, PowerShell scripting, PowerApps\PowerAutomate

### **Learning Objectives:**

- Gain understanding of workflow and dynamics of a large IT organization
- Gain understanding of delivering enterprise level IT services to a large organization
- Develop effective work habits, including time management, punctuality, and personal accountability related to the work and its function in the economy
- Demonstrate openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people and understand individuals' differences