



[s] Cube Inc.

Job Description: Technical Intern

PROFILE:

Position: Technical Intern

Pay: \$15/hour. Raises are provided based on proven performance.

Other Compensation: spot bonuses for exceptional customer work.

Full Time Employment: possible after 90-day minimum work trial and based on performance.

Hours: 10-20 hours per week. Additional hours can be picked up on breaks.

Schedule: highly flexible, based on schoolwork; however minimum 10 hours/week required.

Work can be done off-hours (night and weekends) but some business hours are required.

Location: remote. Some initial training in our Schenectady NY office may be beneficial but is not required.

Reports to: Director of Interns.

Contact: adam.bell@scubeenterprise.com or zachary.mcvicker@scubeenterprise.com

Degree or Years of School Required: None.

BACKGROUND:

[s]Cube Inc. is a Technology Services company located in Schenectady, New York. We provide technical services in the implementation of software platforms for government clients, in the areas of licensing and permitting, code enforcement, court management, tax and finance, and e-Discovery. [s]Cube is also diversifying into other business lines in the areas of IT Services. The [s]Cube team is seasoned in innovative IT delivery and is comprised of project / delivery managers, customer service technicians, business analysts, systems architects, technical delivery specialists, developers, and cloud specialists (among other roles).

The Technical Intern position will work with our delivery teams to implement software platforms for [s]Cube clients across the country. The position is a true internship, in that it will be aligned with a mentor, and extensive platform and technology training will be provided, both formally and informally. Mentors will lead interns through a series of training events and projects, and interns will shadow alongside experienced technicians to learn actual on-the-job skills.

Once trained, interns will assist with various project tasks depending on their skills and on [s]Cube project needs at any given time. Tasks will include setting, driving and documenting client requirements; executing on platform configuration requests using various tools to configure fields, systems and events; developing reports and templates using both simple and more advanced reporting tools, scripting solutions to perform both basic and more advanced customizations to the platforms, triggering off of workflow events to drive automation based on clients needs; performing data conversions work to port legacy data into the platform; participating in active user acceptance testing meetings with clients; responding to support tickets and inquiries, attending client calls, and more.



Attending regular client project meetings and internal team check-ins, providing status reports, participating in-depth client technical discussions, and actively participating in detailed user acceptance testing meetings, are all part of the day-to-day activities required in the position. The successful intern is “in the weeds” daily, asking lots of questions, learning new technologies, chatting with teammates online to ask and answer questions and collaborate, gaining valuable on the job experience, and proactively helping to drive s]Cube projects forward.

Our work environment is fast-paced providing rapid delivery for our business partners. We are looking for someone who enjoys learning and working in a highly collaborative environment and values speed and quality, with a strong desire to drive change as we dynamically grow our business.

It is worth noting that s]Cube has a long track record of hiring top performing employees from the intern program, into full time positions. About 25% of the current team started with us as an intern!

REQUIREMENTS

- Strong, hands-on IT skillset with proficiency in using office productivity tools (the MS Office suite) web-based technologies (various browsers, etc.), TCP/IP networks, and proficiency with Windows and PC based technical support.
- Strong work ethic
- Demonstrated problem solving skills and the ability to work collaboratively with other stakeholders or team members to resolve issues
- Excellent written and verbal communication skills
- Strong customer service focus
- Ability to adapt in a dynamic work environment and make independent decisions
- Willingness to work in a fast-paced environment, handling multiple priorities
- Function well in mid-scale, highly complex, cross-functional / platform environment
- Excellent analysis skills and organizational skills
- Outstanding follow through and customer service
- Can work independently and collaborate online with other interns and employees.
- Ability to adhere to strict deadlines

BENEFICIAL SKILLS

- Basic scripting language experience, preferably in Javascript.
- Experience and a proven ability to code in the .net development framework, preferably with some proven successful projects.
- SQL and/or Oracle database management skills
- scripting to perform data normalization and conversion functions.
- IT troubleshooting and support skills, with a focus on web technologies, SQL, and related networking technologies. Cloud experience a big benefit.
- Experience with report generation technologies, such as Crystal reports and/or SSRS.
- Experience in defining requirements and conceptualizing solutions on related projects or work assignments



- Exposure with Agile development methodologies

TECHNOLOGIES USED/TRAINED ON:

- SQL
- Accela Automation
- Muncity Permitting Platform
- Pioneer Court Management Software
- Crystal Reports and SSRS
- Oracle, SQL Server
- JavaScript
- .Net
- Cloud Technologies from Amazon and Microsoft