



Information Technology Systems Intern

Background: Inter-Faith Food Shuttle envisions a hunger-free community. We FEED our neighbors, TEACH self-sufficiency, GROW healthy foods, by cultivating innovative approaches to end hunger. We do this by engaging communities facing hunger to understand their unique needs and barriers. We have served the seven counties of central NC for over 35 years and are a member of the Feeding America network of 200 food banks across the nation.

Position Summary

We are seeking a motivated Information Technology Systems Intern to join our IT Team. This internship offers hands-on experience supporting a nonprofit organization's technology infrastructure while working alongside experienced IT professionals. The Intern will gain practical exposure to IT operations, help desk support, Microsoft 365 Business, documentation, and technology projects that directly support our mission.

As part of this experience, the Intern will have opportunities to interact with executive leadership and collaborate across departments and contribute to meaningful projects that improve organizational efficiency.

Responsibilities

- Assist with installing, configuring, and maintaining computer hardware, software, operating systems, printers, scanners, and network-connected devices.
- Monitor and maintain computer systems and network equipment.
- Assist with responding to service requests and troubleshooting technical issues.
- Assist with hardware repairs, equipment replacement, and technology deployment.
- Participate in testing and evaluating new technologies.
- Support the development and organization of standard operating procedures (SOPs).
- Update and maintain internal technical documentation.
- Attend IT Team meetings and regular check-ins with the IT supervisor.
- Participate in at least one professional development workshop or training session.
- Prepare a brief end-of-term presentation summarizing internship accomplishments and learning experiences.
- Perform other duties as assigned.

Qualifications

- Proficiency with Microsoft Office Suite.
- Basic knowledge of computer systems, information technology, and/or computer science through coursework, certifications, or practical experience.
- Experience with Windows operating systems, Microsoft 365 Business, and VPN software.
- Strong analytical and logical problem-solving abilities.
- Excellent attention to detail and organizational skills.



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- Effective written and verbal communication skills.
- Strong interpersonal, teamwork, and collaboration skills.
- Ability to prioritize multiple tasks and meet deadlines in a fast-paced environment.
- Basic project management and time management skills.
- Ability to lift up to 50 pounds.
- Reliable transportation.
- Availability to work during regular office hours (Monday–Friday, 8:00 AM–4:00 PM), with occasional evening availability as needed.
- Ability to work on-site at least one day per week.

Learning Opportunities

Preference will be given to candidates interested in building a career in nonprofit information technology systems, IT operations, cybersecurity, systems administration, or technology project management.

- Microsoft 365 administration
- IT help desk operations
- Device deployment and management
- Technical documentation and SOP development
- IT infrastructure and network support
- Technology project coordination
- Nonprofit technology systems and processes

Additional Benefits

- Work closely with experienced IT professionals.
- Meet and network with executive leadership.
- Contribute to meaningful technology initiatives that support the organization's mission.
- Develop professional and technical skills applicable to future IT careers.
- Receive mentorship and guidance throughout the internship.

*This internship is unpaid and may be eligible for course credit.

Commitment: This is a 3–4-month internship based on the Spring, Summer, and Fall semesters (January–April, May–August, August–December), for 2–3 days per week interning 10–15 hours per week.

To Apply: Submit a cover letter, resume and a letter of reference to Susan Meador, Volunteer Services Director, susan@foodshuttle.org. Use the subject line: IT Support Internship