



Manzilla Diversity Internship AI Support Specialist
Office of Information Technology
Job Descriptions

Position Reports to: Director of IT for Security

Fundamental Objectives of this position:

Under the supervision of the Director of IT for Security, the Manzilla Diversity Internship AI Support Specialist is responsible for assisting in achieving the goals and objectives of Technical Services related to Artificial Intelligence (AI). This position uses system analysis techniques and procedures including consulting with technical services staff, users, to determine specifications around the expansion of AI capabilities. Responsibilities include developing training materials for AI and rolling out MS Copilot to the campus community. The specialist will also participate in the Microsoft infrastructure assessment to ensure the environment is ready for MS Copilot implementation and analyze data to support AI-related decision making.

Additionally, this position supports network services by learning and applying basic network skills. Responsibilities include creating and maintaining system accounts for various systems such as Active Directory (AD), Learning Management System, security training system, and more. The specialist will create thorough documentation within technical services and assists in developing rollout and how-to materials for AI software. The specialist will also work with the Director of IT for Security with regards to AI security initiatives. This role requires close collaboration with the IT Helpdesk and technical services staff, providing functional and technical expertise to end users regarding AI technology.

Essential responsibilities of the position:

- Assist with Microsoft Security and Copilot infrastructure assessments.
- Build roll-out plan and documentation around MS Copilot for early adopters and campus community.
- Analyze data reported from AI systems.
- Learn basic knowledge within network and technical services area which includes:
 - Creation of MS Active Directory Accounts, user file space, and MS Office365 access.
 - Administer of accounts for D2L/Brightspace, Knowbe4, etc.
- Designs, develops, implements, and delivers training material for technology components around AI.
- Becomes a subject matter expertise, identifies, plans, creates, designs, tests, implements, delivers, supports, and maintains, effective roll out strategies.
- Identify needs; design, develop, and deliver appropriate learning solutions.
- Assist with roll out of Ellucian Virtual Advisor.
- Assist with improvements and expansion related to Raider Experience
- Assist with security measurements, and guidelines around AI components.
- Help to establish policies, procedures and training around AI.
- Maintain data integrity for AI environment.
- Maintain familiarity with campus network operating systems and components.
- Assist with supporting Technical Services initiatives.
- Responsible for providing group training on technology subject matter.
- Create, organize, and maintain technical services documentation, including installation guidelines, how to documentation, change management procedures, pamphlets, etc.
- Create tutorials, instructions, and presentation material to be used in face-to-face instruction and online material on AI components.
- Assist with maintenance of inventory of network, AI systems and equipment.
- Assist with investigations, determination and implementation of future AI systems and components.

Job Competencies:

- Maintains current knowledge of Technical Services components such as Microsoft AD, Office365, Knowbe4, etc.

- Be proficient with internal problem tracking system; monitor all work requests for timely resolutions; assist with completion of work requests where applicable.
- Perform analyst and judgement outside established protocols.
- Work effectively with co-workers and with limited oversight.
- Provide timely status updates to supervisor and highlighting potential issues/problems.
- Balance multiple priorities and respond to day-to-day problems while maintaining progress on regularly scheduled project work.
- Take personal responsibility for quality and timeliness of results for projects and tasks.
- Consistently proposes original solutions, proposals and recommendations within context of project or objective.
- Effectively assess feasibility of solutions and make recommendations.
- Provided limited hardware and office productivity software support to offices.
- Support evening and weekend events such as downtimes, preview sessions, system upgrades, etc.
- Will carry out the duties as required in consultation with the Director of IT for Security and CIO.
- Keep abreast of new technology in the field.
- Proven customer service skills, including diplomacy, patience, timely communication and respect.
- Effectively deliver informational and decision seeking presentation to technical and functional groups.
- Effectively prioritizes and handles multiple concurrent activities assist teams in planning and estimating techniques for various activities and projects.
- Participates in University compliance training as communicated by the University, supervisor or Director of the Department.

Knowledge, Skills, Abilities and Worker Characteristics:

- Proficiency with Web conferencing software.
- Excellent organizational, analytical and communication skills. Must also possess the ability to communicate effectively with a demanding and diverse clientele.
- Strong written and oral communication skills.
- Maintains currency in field by attending training and seminars pursuant to this position' needs.
- Organizing your own work, setting priorities, and meeting critical time deadlines; and communicating effectively with co-workers, supervisors, and campus community when necessary.

Demonstrates ability to:

- Communicate effectively, orally and in writing, with technical and non-technical users to elicit information necessary to resolve problems and maintain telephone equipment and systems.
- Establish and maintain cooperative working relationships with end users, colleagues, and technical staff.
- Manage time and resources and effectively balance multiple priorities.
- Assess, evaluate, and implement initiatives. The ability to communicate effectively with demanding and diverse clientele.
- Analyze situations, reason logically and creatively identify problems, draw valid conclusions and develop effective solutions.

Minimum Requirements

Bachelor's degree in related field, such as Computer Science, Computer Engineering, Data Science, Engineering or Information Systems. Must be willing to pursue a master's degree in related field of study. Demonstrated interpersonal, supervisory, analytical, and verbal/written communications skills, and the ability to work in teams. This position is a intern position with generally 20 hours a week work load during the academic year and 40 hours a week during the summer. Some evening and weekend work may be required.