

Job Description

Position Title: IT/Web Development Internship	FLSA Status: Hourly, Non-Exempt
Department: Business Services	Pay Grade: \$10.20 per hour
Reports To: Information Technology Systems Specialist	Location: Marquette

Northern Initiatives' Mission

Northern Initiatives (NI) is a non-profit Community Development Financial Institution that provides access to capital, information and markets to advance and connect small businesses and their communities. Northern Initiatives supports entrepreneurs, businesses, manufacturing firms, banks, educational institutions, and non-profit organizations in a common effort to strengthen the economy of Michigan and Northeastern Wisconsin.

Position Summary

The position will perform tasks in direct support of business and community development strategies. Training and resources will be available to aid the intern in being successful at Northern Initiatives and further develop marketable job skills in preparation for careers after graduation.

Essential Duties and Responsibilities

- Assist staff in setting up websites for Northern Initiatives small business borrowers utilizing hosted platforms such as Wix, Weebly, and Shopify.
- Research and provide reports on technology trends and solutions.
- Develop instructions and document processes for Northern Initiatives staff and customers.
- Assist with website optimization and analysis.
- Support Northern Initiatives internal IT systems and help staff to troubleshoot technology issues.
- Assist with administration of Salesforce Customer Relationship Management system.
- Other duties/Special project work as assigned.

Education Requirements

Degree/Diploma Obtained	Program of Study
NMU Student (currently enrolled) Sophomore or Junior Level, GPA 3.0 or higher is preferred	Business or Technology Related Field

Experience Requirements

Years of Experience	Type of Experience
1 year or less	Experience in using and researching topics on the internet, developing presentation materials using Power Point or similar tools, and proficiency in Microsoft Office software products. Working knowledge of Adobe Creative Suite is desired, but not required.

Contacts

Contact with Northern Initiatives' staff, specifically the Business Services Department to fulfill critical duties within Northern Initiatives. Must maintain good working relationships within the organization, as well as with Northern Initiatives Customers.

Skills and Abilities

Achievement and Effort - Job requires establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks.

Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Analyzing Data or Information - Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.

Attention to Detail - Job requires the ability to manage multiple projects being careful about detail and thorough in completing work tasks.

Clerical - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, and other office procedures and terminology.

Cooperation - Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.

Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Dependability - Job requires being reliable, responsible, and dependable, and fulfilling obligations.

Effective Communication - Ability to communicate with others using the English language, both verbally and in writing, in order to convey information effectively.

Initiative - Job requires a willingness to take on responsibilities and challenges.

Integrity - Job requires being honest and ethical, maintaining confidential information.

Judgement, Decision Making, and Problem Solving - Analyzing information and evaluating the relative costs and benefits of potential actions to choose the most appropriate solution and solve problems.

Management of Financial Resources - Determining how money will be spent to get the work done, and accounting for these expenditures.

Mathematics - Knowledge of arithmetic, statistics, and their applications.

Processing Information - Observing, receiving, and obtaining information from all relevant sources and compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.

Reasoning Ability - Ability to apply common sense understanding to carry out detailed but uninvolved instructions and to deal with problems involving a few variables.

Stress Tolerance - Job requires accepting criticism and dealing calmly and effectively with high stress situations.

Working Directly with the Public – Dealing directly with the public and receiving clients or guests.

Supervision

This position has no supervision responsibilities.

Additional Information

It is expected that the position will require the student to work approximately 15-20 hours per week during the fall and winter semesters and up to 30 hours per week during the summer semester.

The position can be used as internship credit, which is to be setup by the student and department. This is optional and not a requirement for the position.

Northern Initiatives is located on NMU's Campus in the Jacobetti Complex.