



Advice that counts.

IT Systems Internship Position

Hancock Dana is seeking a motivated IT Systems Intern to join our team in Omaha, NE. This internship provides hands-on experience supporting our firm's technology infrastructure and is ideal for students eager to develop practical skills in IT systems administration and support.

Position Overview

As an IT Systems Intern, you will assist the IT department in supporting and maintaining hardware, software, and network systems throughout the firm. Under the guidance of experienced IT professionals, you will gain exposure to modern IT environments, support daily operations, and learn about cybersecurity best practices.

Key Duties & Responsibilities

- Assist with troubleshooting and basic maintenance of computers, printers, and mobile devices.
- Help provide end-user support for hardware and software issues, escalating complex problems to senior IT staff or external partners as needed.
- Support routine tasks such as user account setup, password resets, and basic software updates.
- Monitor system environments for basic alerts and report any issues to the IT team.
- Participate in tasks related to network connectivity, such as checking connections or supporting VPN troubleshooting under supervision.
- Document common support issues and solutions for future reference.
- Contribute to IT projects by assisting with research or implementation as directed.
- Shadow IT team members to learn about system administration, network management, and cybersecurity safeguards.

Skills & Qualifications

- Interest in information technology and a willingness to learn.
- Basic understanding of Microsoft Windows operating systems (Windows 11), Microsoft 365 and Co-Pilot 365 a plus.
- Familiarity with common hardware (desktops, laptops, printers, mobile devices) is beneficial but not required.
- Strong communication skills, both verbal and written.
- Ability to work well both independently and as part of a team.
- Strong organizational skills and ability to prioritize multiple tasks.
- Customer-focused attitude and positive, energetic approach to problem solving.
- Currently pursuing or recently completing a degree in Information Technology, Computer Science, any other IT related degree or a related field preferred but not required.

What You Will Gain

- Practical, hands-on experience in IT systems administration and support.
- Exposure to cybersecurity concepts and modern IT infrastructure.
- Mentorship from experienced IT professionals in a supportive environment.
- Opportunities to develop technical troubleshooting, communication, and teamwork skills.

Join Hancock and Dana as an IT Systems Intern and take your first steps toward a rewarding career in technology! The hours are flexible and can be arranged to accommodate your school schedule, with a minimum commitment of at least 18 hours per week.