



## **Spring 2017 PAID Internship/Part-time opportunity**

*Urban Innovation21 is a public-private partnership that boosts regional economic development through 21st century innovation-driven entrepreneurship. Urban Innovation21 is able to provide paid internships of students from Carlow University, CCAC, Duquesne University, and Point Park University with Innovative technology companies, community-based companies, non-profits and advanced manufacturing companies.*

**Intern Title:** Technical Documentation Support

**Company:** eDOCS TECHNOLOGIES

**Description:** eDocs is a leading provider of cost saving technology solutions automating your business processes through the use of the latest in Mobile Content & Capture. With a combined 40 years of industry experience and partnerships with the Industry elite, eDocs provides you the comfort of the best practices in Content Capture & Process Automation.

**Location:** Pittsburgh, PA

**Tentative Start Date:** January 2017

**Internship Description:** Intern will assist eDocs Technical team onsite in Pittsburgh no more than 2 days per week. Either onsite or remote, will compile log of daily technical activity that may include summary of meetings, trainings, presentations and other project deliverables to meet contract requirements. Reviews and edits documents developed by others to ensure accuracy and quality of content, organization, language, format consistency, and conformance with established standards. Works with technical staff to develop documentation requirements; develops outlines and drafts for review and approval by technical specialists and project management; and ensures that final documents meet applicable contract requirements and regulations. Will utilize eDocs Technical applications to ensure each project and deliverable is entered and available for Technical and Management review.

**Responsibilities:**

- Assist with conducting and documenting business discovery with customer stakeholders to determine functional requirements for the implementation of their solution.
- Assist with and/or implement customers solutions based on the documented business discovery
- Provide knowledge transfer to customers appointed System Administrator and customer's business users
- Collaborate with other professionals, transferring expertise in delivering and supporting our solutions
- Obtain a high degree of proficiency with applicable solution components and their appropriate application to clients requirements
- Diagnose and troubleshoot operational issues impacting deployed solutions; work collaboratively with other professionals to resolve issues
- Complete all mandatory Certification requirements within the expected time frame
- Follow all procedures relevant to your responsibilities and properly escalate inconsistencies found in procedures to your manager
- Diligently work to satisfy your internal and external customers beyond expectations

**Qualifications:**

- Associate's degree in related field, such as Management Information Systems or Computer Science or equivalent experience
- Experience working with and configuring Windows OS
- General working knowledge of relational databases
- General understanding of Mobile or Multi-Function Devices
- Demonstrated ability to work effectively both independently or in a group
- Ability to work both evenings and/or weekends as required
- Excellent written and verbal communication skills
- Ability to work in a flexible, fast-paced environment
- Provide exceptional follow through and be customer-service driven
- Advanced interpersonal skills
- Ability to work independently and in a team environment

**Desired Qualifications:**

- Experience with managing, documenting and deploying a software solution
- Hands on experience with PC/Server Hardware components
- Project Management experience

**Bonus of Urban Innovation21 Internship Program:**

- Professional development workshops available.
- Gain access to 1 on 1 professional development advisory mentoring service.
- Opportunity to attend networking events.

**Pay:** \$10 an hour; 120 hour internship assignment; maximum 15 hours per week

**How to Apply:** If interested, please email a resume to Alyssa Boehringer, at [aboehringer@urbaninnovation21.org](mailto:aboehringer@urbaninnovation21.org).

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