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### **Information Technology – Year-Round/Part-time Intern, Professional Services & Customer Support**

eScholar Professional Services is looking for an exceptionally talented individual to become our year-round/part-time Information Technology Intern. In this role, our intern will participate in three rotations (each three months long) with three focus areas per rotation. Focus areas are Data Analytics, Data Integration and Customer Support. The position reports to the Director, Client Services and will be based in our White Plains, NY offices.

#### **Location:**

White Plains, NY

#### **Primary Responsibilities:**

- Work closely with the Technical Business Analyst (Technical BA) to understand various project requirements and deliverables
- Work closely with the Senior Manager, Customer Support to develop a sound understanding of all eScholar products
- Provide technical support to eScholar customers and manage incoming support issues via eScholar's incident management system.
- Publish eScholar Analytics content to the customer analytics portal
- Participate in functional and technical design sessions
- Use and execute test plans written
- Work with Technical BA, customers & source system experts to understand reporting needs, underlying source data and associated business rules
- Use and edit test scripts to thoroughly test the accuracy and completeness of loaded data
- Gather end-user requirements for data dissemination and reporting
- Use SQL to analyze source system data and identify data quality issues and anomalies that will need to be corrected and/or handled in ETL routines
- Using ETL tools and/or SQL, develop data extract routines from a variety of disparate data sources and conform them to the eScholar Complete Data Warehouse product format

#### **Qualifications**

- Attention to detail
- Very strong verbal and written communication skills
- Ability to work independently
- Proficient in MS Office
- BA/BS degree in Computer Science or a related field

#### **Preferred Skills and Qualifications:**

- Proficient in SQL
- Experience with JavaScript, Python, CSS, and others
- Experience with version control and functional testing
- Experience with SQL Server, Postgres and Oracle
- Experience creating technical documentation
- Experience with AWS or Azure cloud-hosted applications
- Some prior experience with the education sector through internships

**For consideration, please apply on the careers page of our website <http://www.escholar.com/work-at-escholar/>**

*Due to the high volume of applications we receive, we are only able to contact those candidates whose qualifications most closely match the position requirements. To qualify, applicant must be a U.S. citizen, permanent resident alien ("green card holder"), temporary resident alien, refugee or asylee. Visa sponsorship is not available. eScholar LLC is committed to equal employment opportunity and employs all qualified persons without regard to age, race, creed, color, national origin, gender, sexual orientation, disability, marital status, Vietnam Era Veteran status, genetic predisposition, or carrier status, or any other classification protected by the federal, state or local laws.*

eScholar works with state, local and federal education agencies across the country to help them solve their education data management and data warehouse challenges. For over 15 years, we have been exclusively focused on delivering education data management solutions which enable education agencies to integrate, manage and make available key education-related data. We have built an organization of experienced education data management and software and project management professionals who understand the challenges and issues associated with the collection, integration and management of education data.

Our company values Integrity, Leadership, Respect, and Diversity. We enjoy working with people who can turn insight into action, who are strong analytical thinkers and creative problem solvers, and who are able to influence others in both verbal and written communication. Talented candidates who work well independently and who have a demonstrated ability to positively engage with others should consider a career with eScholar.

## **eScholar Company Values**

### **Integrity**

We are entrusted with the important responsibility of helping students achieve their educational goals. At eScholar we never lose sight of the protection and support of the students who have put their trust in us. This means that each member of our team strives constantly to be worthy of that trust, to accept and provide open and honest perspective in everything we do.

### **Leadership**

eScholar not only serves education agencies like school districts and state education agencies, but leads our industry in becoming more responsive to students' needs. We do this by discovering innovative means to help students become more effective in achieving success. We value leaders who can align the success of our team to the success of our customers and to the ultimate success of the students.

### **Respect**

eScholar team members must respect the mission we are focused on, as well as the perspectives of our customers and of the professionals we partner with. This requires that team members demonstrate that respect for others and their viewpoints and conduct themselves in a manner worthy of respect in return.

### **Diversity**

eScholar is focused on helping individual students achieve the goals they have chosen for their lives. To accomplish this, we must value each person's culture and perspective and communicate and deliver our services in a manner which reflects that value. This imperative demands that we seek and cultivate a team that reflects this ideal.