MCLEAPS Fall 2018 Internship Proposals

OFFICE/DEPARTMENT NAME: Office of Enterprise Technology / Enterprise Data Center Services
OFFICE/DEPARTMENT WEBSITE: https://www.maricopa.gov/1500/Technology

PROJECT SCOPE & INTENDED OUTCOMES:
The Office of Enterprise Technology is leading a County project to migrate its employees to Microsoft Office 365, called MC365. The MC365 project will provide employees with a new workstation login, a new email address and larger mailbox, and access to the newest Office products. We would like to invite a MCLEAPS Intern to provide hands-on assistance with the project, by cataloging and tracking application dependencies, assessing business process impacts, and assisting with desktop support. Our expectation is that, with the support of the MCLEAPS Intern, we can achieve a greater user experience for County employees, and ensure a successful and thorough migration process. This would be a great learning opportunity for an ASU candidate for an Information Technology (IT) degree to experience a large IT project implementation, and the challenges.

RECRUITMENT PREFERENCES:
We prefer an intern whose field of study is computer science, computer information systems, or a related field. The candidate should have excellent interpersonal skills and experience or interest in desktop support, Active Directory, software development, or general Microsoft technologies.

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OFFICE/DEPARTMENT NAME: Maricopa Office Procurement Services
OFFICE/DEPARTMENT WEBSITE (if applicable): www.maricopa.gov/procurement

PROJECT SCOPE & INTENDED OUTCOMES:
The Intern will work alongside procurement professionals and learn the dynamics of government contracting from cradle to grave. This position requires a great degree of critical thinking and attention to details. The candidate may be expected to interact (under the supervision and mentorship of procurement professionals) with the County vendor community, department contacts, appointed and elected officials. They will be introduced to nuances of creating and developing complex solicitations as well as contract negotiations and management. Including but not limited to day to day procurement activities. This position offers real time experiences in Government and different real time challenges on a day to day basis.

RECRUITMENT PREFERENCES:
The Office of Procurement Services would prefer candidates who have completed coursework in the ASU supply chain management program, or other public procurement or public service budget, finance, operations or logistics courses. All interested candidates are encouraged to apply.
OFFICE/DEPARTMENT NAME:  
MCDOT (Dept. of Transportation) - Infrastructure Technology Center (ITC)

OFFICE/DEPARTMENT WEBSITE: https://www.maricopa.gov/3904/MCDOT

PROJECT SCOPE & INTENDED OUTCOMES:
Provide process analysis and process improvement/development. MCDOT ITC (Infrastructure Technology Center) is in need of outlining several processes, for example, how information technology records (databases, applications, manuals, etc.) are archived when they are no longer needed, taking records retention laws and legal holds into consideration. This position will interview staff, document existing processes, gather requirements, develop and document new processes that can be duplicated. Other sample processes include; Project Management Framework, Disaster Recovery Plan Update, Office Move/Reconfiguration Process, etc. This position will:

- Meet with ITC Leadership and others to understand the processes that need to be developed
- Document existing processes
- Create workflows (Visio)
- Gather business requirements for improved processes
- Develop and document new and improved processes
- Help implement new and improved processes
- Develop process manuals
- Learn how SharePoint can help meet some of the goals
- Save the documented processes in SharePoint
- Track hours worked
- Packing paper records in boxes

RECRUITMENT PREFERENCES:
Two years post-secondary education in Management Information Systems, Business or related field of study or 2 years related work experience. Must have strong analytical skills, and able to provide solutions/recommendations. Possess excellent verbal and written communication skills. Ability to be self-directed, yet work in a team-environment. Project Management or related coursework and experience with business or process analysis and knowledge of records retention laws is a plus. Experience with Microsoft Office (Word, Excel, Outlook, Visio, etc.), MS Project and SharePoint.

OFFICE/DEPARTMENT NAME:  
Maricopa County Assessor/ Property Ownership & GIS Mapping Division

OFFICE/DEPARTMENT WEBSITE: https://mcassessor.maricopa.gov/

PROJECT SCOPE & INTENDED OUTCOMES:
To help develop time-critical efforts to create an improved reporting infrastructure, this will help us to resolve critical control and operational weaknesses, by identifying problems, and recommending improvements. To help identify and eliminate time-consuming antiquated processes and ultimately implement large-scale time tracking solutions to create efficiencies within the work units. The intern will also help to lead a cross-functional team in the development, documentation and delivery of process innovations driving the attainment of our business goals. The intern will also have the opportunity to drive and transform organizational practices into fresh, cost-effective solutions that will help us to become a more efficient operation.

RECRUITMENT PREFERENCES:
Required Skillsets include:
- Analytical Thinking & Problem Solving Skills
- Teamwork and large scale project management
- Strategic planning
- Effective Communication & Public Speaking Skills
- Process Reengineering
- Accurate, detailed oriented
- Process improvement
- Data Management
- Performance metrics
- Change management
- Project Lifecycle

Knowledge of office automation, data processing, spreadsheet, database, and presentation software, and process improvement techniques and practices; ability to translate operational processes into business requirements and other process documentation used to develop solutions; ability to establish and maintain effective working relationships with others and to work well with people from different disciplines with varying degrees of technical experience; ability to understand and follow oral and written instruction and to communicate complex technical concepts clearly and concisely, both orally and in writing; ability to manage and prioritize multiple responsibilities.
Office/Department: **Air Quality**  
Office/Department Website: [http://www.maricopa.gov/1244/Air-Quality](http://www.maricopa.gov/1244/Air-Quality)

**Project Scope & Intended Outcomes:**

The Air Quality Department MCLEAPS Interns (2) will work in the Office of the Director and be exposed to programs and management throughout the department. Some specific projects the intern would be involved with include:

- Assist Government Liaison to develop positive relationships with other government agencies.
- Assist in designing and developing outreach plans to enhance department outreach goals.
- Advance educational outreach projects focused on schools in Maricopa County.
- Attend stakeholder meetings on variety of issues pertaining to air quality and compliance.
- Review policies to evaluate understandability and applicability.
- Perform comprehensive research and analysis on government-related air quality issues.
- Identify program elements that may benefit from the application of sustainability concepts.
- Assist in the evaluation of internal department performance measures, benchmark current measures against best practices, and recommend modifications and/or changes.
- Provide input on possible improvements to the department.
- Develop and/or update databases.
- Students will learn about how government works by seeing how policies, regulations and outreach efforts are developed and implemented.

Overall, the student will develop a better understanding about government processes and how government works.

**Recruitment Preferences:** desire to learn, interest in public service, regulatory services and how government works.

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**OFFICE/DEPARTMENT NAME:** Environmental Services Department  
**OFFICE/DEPARTMENT WEBSITE:** [https://www.maricopa.gov/631/Environmental-Services](https://www.maricopa.gov/631/Environmental-Services)

**PROJECT SCOPE & INTENDED OUTCOMES:**

This is an opportunity for an intern to learn about the different services our department provides to the community (e.g. Food-related business plan approval and inspection, Aquatic Health & Safety programs, Vector Control’s mosquito abatement program, and others) and the internal organizational structure that allows us to deliver these services with the highest level of quality customer service. Intern would spend several work days with staff from each program and when possible, conduct ride-a-longs to learn about their different work/duties. Through this experience, the intern should expand their personal knowledge of our department-related jobs and opportunities. The Intern should get a better understanding of public service in general and of county government tasks, functions, and opportunities. In summary, the intern will gain professional development, build their resume, obtain real world experience, make contacts within Maricopa County, as well as interact with other public and private agencies.

**RECRUITMENT PREFERENCES:**

The intern should be creative, self-motivated and display some interest in any of the different services and programs that our department provides. The intern's goals should be aligned with the vision and mission of the department (i.e. develop and foster innovative environmental health protection programs in order to provide safe food, water, waste disposal and vector borne disease reduction controls to the people of Maricopa County, so that they may enjoy living in a healthy and safe community).