



IT Internship at the Community Health Center of the North Country

Report #2

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Placement Organization

- a. **Draw an organizational chart for the organization or, if possible, obtain a copy of one from the organization. Indicate where you have been assigned. Show the relationships between each of the units in the organization either through a connected line style or a narrative explanation.**

Organization Services

- a. **List the major present objectives of the organization. You could find these objectives by asking an organization employee or by looking in the organization Annual Report.**

Expansion: They are currently working to expand by building a Health Center in Ogdensburg and providing healthcare to the local community there.

- b. **List each functional unit of the organization and briefly describe the major functions and clientele of each (refer to the organization chart to determine each functional department.) If the organization is not departmentalized then you should treat the entire organization as one department and list services rendered and clients served.**

Personnel

a. List the positions within the organization and briefly describe their duties. If you are in an organization that is very large and has many major units, then you should complete this section on the division to which you are assigned. Your faculty mentor can help you make this determination.

System Administrator:

Installing and configuring software, hardware and networks. Monitoring system performance and troubleshooting issues. Ensuring security and efficiency of IT infrastructure.

Junior System Administrator:

Junior systems administrators complete support tasks for hardware devices and software packages, help with installation setups, and revise existing documentation guidelines. Other main functions include providing training for teams in other departments, answering technology questions as needed, completing administrative tasks when required, and filling out documentation when requesting new inventory.

Technician:

These technicians are responsible for maintaining the company's computer services and equipment. Their duties can include troubleshooting to detect and solve technical problems, installing or updating required hardware and software and recommending computer products or equipment to improve company productivity.

Promotion

a. What are the requirements for advancement in the organization for promotion (For example: experience, education, seniority)? Try to ascertain the most important criteria and the least important criteria and list them in that order.

- Seniority
- Job Performance
- Experience
- Education/Certifications

b. What policy exists concerning promotion from within? Why is it done this way? Again, you should interview organization employees and read organization policies and procedures to ascertain these answers.

Though management does have a desire to invest in/reward their employees, from what I could gather there is no concrete written policy for “promoting from within”.