

## INTERN – INFORMATION SERVICES

<b>DIVISION:</b>	USA	<b>JOB CODE:</b>	9003
<b>LOCATION:</b>	Corporate	<b>JOB FUNCTION:</b>	IT & Systems
<b>DEPARTMENT:</b>	Information Services	<b>FLSA STATUS:</b>	Nonexempt
<b>REPORTS TO:</b>	TBD	<b>EFFECTIVE DATE:</b>	02/02/26

### JOB SUMMARY

Gain entry-level Information Services (IS) experience by learning, applying, and providing IS related services and technical support, as assigned, while actively engaged and participating in a seasonal/temporary internship program. Support the Information Services (IS) department by assisting with and working on various projects and administrative tasks in one of the following areas – Project Management, Data & Analytics, or End User Services.

### QUALIFICATIONS

#### Education/Experience

High School Diploma and currently enrolled and pursuing a degree in Information Systems, Computer Science, Project Management, Business, Data Science, Analytics, Engineering, or a related field, plus one (1) year of completed course studies in area of emphasis.

#### Knowledge/Skills/Abilities

IS Skills (Project Management). Knowledge of and prior experience with Microsoft 365 (Teams, SharePoint, & Planner) preferred. Passion for structured problem solving and planning.

IS Skills (Data & Analytics). Strong analytical and problem-solving skills, and ability to clearly communicate and report on insights preferred. Familiarity with BI tools (Power BI, Tableau) and experience with SQL, Python, or R (coursework acceptable) preferred.

IS Skills (End User Services). Strong analytical and problem-solving skills, and ability to work with minimal supervision. Proficiency using pivot tables and performing basic data analysis (Excel and/or Google Sheets). Passion for IT service delivery, software asset management, process design/improvement, and workflow optimization. Familiarity with ITSM tools (ServiceNow, Jira, or similar), experience working with data sets, dashboards, or reporting tools, and exposure to software licensing concepts preferred.

Core People Skills. Ability to positively interact and work collaboratively with a diverse group of people at all levels of the organization. Genuine with high ethical standards and values and personal integrity and honesty. Ability to apply a large measure of common sense to a variety of situations. Progressive thinker, flexible and team oriented.

Communication Skills. Ability to speak clearly and persuasively in positive or negative situations, listen and obtain clarification, and respond well to questions. Proficiency in writing clearly and concisely and editing work for spelling and grammar. Ability to vary writing style to meet business needs.

Computer/Applications Skills. Proficient computer skills using a variety of software applications systems, including Microsoft Office Products such as Word, Excel, Visio, etc.

Core Business Skills. Ability to exercise sound judgement and discretion in handling of proprietary and confidential information. Strong critical thinking skills, judgment and keen attention to detail and accuracy. Exceptional prioritization, time management and organizational skills. Ability to write routine reports and correspondence.

Professional Investment. Demonstrated commitment to own personal professional development and learning.

## ESSENTIAL FUNCTIONS/RESPONSIBILITIES

*In 2026, Pyrotek intends to select Information Systems internship candidates placing an emphasis on Project Management, Data & Analytics, and End User Services functions. Individuals chosen for each area of emphasis will be assigned key responsibilities and can expect associated learning outcomes.*

- 1) Gain entry-level Information Systems (IS) experience by learning, applying, and providing IS-related services, technical support, and administrative tasks related to one of the following functions:
  - a) Perform **Project Management** functions by assisting with project coordination, process documentation, and template development, to include:
    - i) Updating and standardizing Project Management Office (PMO) templates and lifecycle documentation.
    - ii) Supporting project managers with scheduling, Risks, Actions, Issues, Decisions (RAID) logs, and status updates.
    - iii) Assisting with maintenance of the IS project portfolio dashboard.
    - iv) Participating in project meetings and recording action items.
    - v) Conducting process mapping and research to support PMO improvements.
    - vi) Managing a small internal project from planning to execution.
    - vii) Getting exposure to PMI and Agile fundamentals, real-world project execution experience, and enhanced communication and stakeholder management skills.
  - b) Perform **Data & Analytics** functions by supporting organizational analytics capabilities, assisting with data modeling, quality assessments, dashboard development, and basic predictive analytics, to include:
    - i) Building and enhancing dashboards in Power BI or similar tools.
    - ii) Conducting data quality reviews on ERP, CRM, or operational datasets.
    - iii) Assisting with data preparation, transformation, and validation.
    - iv) Supporting simple forecasting or predictive analytics projects.
    - v) Documenting data definitions, flows, and reporting logic.
    - vi) Supporting ad-hoc data requests for IS and business partners.
    - vii) Getting exposure to hands-on data modeling and visualization experience, enterprise analytics and data governance, and ERP datasets and operational KPIs.
  - c) Perform **End User Services** functions by supporting IT service management practices, asset management processes, and real-world enterprise software environments, to include:
    - i) Analyzing current software license usage, assignments, and renewal cycles across key platforms.
    - ii) Documenting existing processes and identifying gaps or inconsistencies in license tracking and reporting.
    - iii) Developing a proposed end-to-end license management process focused on improved tracking accuracy, cost transparency, reduction of unused licenses, and alignment with IT governance standards.
    - iv) Working with the End User Services team to identify tools, dashboards, or workflows that support better visibility and reporting.
    - v) Creating clear documentation and guidance for the new process, including roles, responsibilities, and workflow steps.



- vi) Partnering with IT stakeholders, business users, and vendor management teams to gather data and validate assumptions.
- vii) Participate in team meetings and present project progress and outcomes.
- viii) Getting experience working on a real-world enterprise IT project with measurable business impacts, exposure to IT service operations, asset management, and governance practices.

- 2) Based on project work for an assigned function, present project summary to corresponding stakeholders.
- 3) Promote positive employee and customer relations by supporting Pyrotek's commitment to a working environment of tolerance, acceptance, and civility. Respond appropriately to inquiries, concerns, and complaints by being professional, courteous, and respectful at all times.
- 4) Maintain regular, consistent, reliable, punctual, and predictable attendance, as required to achieve internal and external customer satisfaction.
- 5) Actively and positively participate in problem resolution, demonstrating constructive communication, timely response, and effective resolution skills. Work effectively within team environments both within your department and across the organization.
- 6) Cooperate and comply fully with all Pyrotek policies and procedures. Actively support and follow the Pyrotek Safety Program.
- 7) Actively support compliance with all relevant ISO management system standards related to department(s) for which service is provided.
- 8) Participate in company/department meetings, training activities, continuing education programs and other associated activities.
- 9) Consistently promote and communicate Pyrotek's core values through work performance and excellent customer service.
- 10) Perform other tasks as assigned.

#### **PHYSICAL/SENSORY REQUIREMENTS**

*The following physical activities described here are representative of those required by a Team Member to perform the essential functions of this position. Reasonable accommodation, if feasible, will be made to enable individuals with disabilities to perform the functions of position.*

Must be able to sit and stand for long periods-of-time, bend and reach, use stairs, lift up to 25 pounds occasionally and communicate effectively in English by telephone, in person, and in writing. Effectively use a personal computer, office equipment, and telephone.

#### **WORKING ENVIRONMENT**

Generally, work within an office environment. While/if granted permission to work remotely, must establish and maintain a dedicated, distraction-free home office environment that supports productivity and confidentiality, and must maintain reliable connectivity for business purposes.

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Team Member's Signature

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Date