Internship Position: IT Program Specialist/Business Engagement Team Internship

Internship ID

SO12SP27-21

Location

Austin, Texas

Education

Undergraduate or Graduate

Schedule

Hybrid (Virtual/In-Person)

Hours

20 hours per week

Paid/Unpaid

Paid

Description

The Business Analyst Intern will support the IT Business Engagement (ITBE) team by assisting with business analysis, project coordination, process improvement, stakeholder engagement, and operational support activities. This position provides hands-on experience in understanding how business needs are identified, documented, and aligned with organizational objectives and technology solutions.

Essential Duties

• Coordinate with an assigned sponsor to establish work schedules, prioritize assignments, and manage workload expectations.

• Assist in gathering, organizing, and documenting business requirements from program and operational stakeholders.

• Support business process reviews and identify opportunities for operational efficiency and continuous improvement.

• Participate in meetings with stakeholders and document key discussions, decisions, action items, and follow-up activities.

• Assist with maintaining project documentation, status reports, meeting notes, and project artifacts.

• Support intake, portfolio management, and project tracking activities within ITBE.

• Conduct research and analysis to support business initiatives, operational improvements, and strategic objectives.

• Develop and update process maps, workflow documentation, presentations, and communication materials.

• Compile information and prepare summaries, reports, and recommendations to support decision-making activities.

• Track assigned tasks and provide regular status updates to the sponsor and project teams.

• Collaborate with team members on multiple initiatives while ensuring assigned work is completed within established timelines.

• Perform other business analysis, administrative, and project support duties as assigned.

Requirements

• Strong verbal and written communication skills.

• Ability to collect, organize, analyze, and present information effectively.

• Strong organizational skills and attention to detail.

• Ability to manage multiple assignments and adapt to changing priorities.

• Ability to work independently while seeking guidance when appropriate.

• Proficiency with Microsoft Office applications, including Excel, Word, PowerPoint, Outlook, and Teams.

• Ability to build and maintain effective working relationships with stakeholders and team members.

• Interest in business analysis, project management, process improvement, or public sector operations.

Preferred Skills

• Current enrollment in an accredited college or university pursuing a degree in Business Administration, Public Administration, Management Information Systems, Information Technology, Project Management, Communications, or a related field.

• Interest in business operations, organizational effectiveness, project coordination, or technology governance.

• Experience with research, data analysis, or project-based coursework preferred.