IT Academy Instructions
College Positions (12th grade – college)

IT Academy Overview

The IT Academy is a 9-10 week summer internship program designed to expose students to a variety of careers in the Information Technology (IT) field and prepare individuals for careers upon college graduation. The application process is invitation only through our various education programs (i.e MM Achievers Program, MassMutual Scholars) and collaborations.

To apply:

1. Please register by sending an email with your name, school, grade/year of graduation and major to ITAcademy@massmutual.com by **Feb 2nd.** *For 12th grade students*, please return the **IT Academy Photo Release Form** to your MM IT Academy School Advisor by **Feb 2nd**.

2. College level positions are for current 12th grade students and college students in their 1st, 2nd or 3rd year of college. Please review the college level positions below and determine which ones are of most interest to you.

3. Please check the job descriptions periodically, as the positions available will change and be updated on an ongoing basis.

4. You will be able to apply for your **top 5 choices**. Please use the **IT Academy Preference Form** to indicate your preferred positions for consideration.

5. Please submit your resume, cover letter and preference form to ITAcademy@massmutual.com **no later than Feb 17th.** Any submissions made after the deadline or incomplete applications will not be considered.

To prepare:

1. **Get your resume and cover letter together!** *And don't wait until the week of the deadline*. You can get help at your school by seeing your School to Career Coordinator/Career Centers or FutureWorks by appointment (book early).

2. Participate in the **IT Academy College Position Information Session** (online meeting only). Note: you will also be receiving an Outlook meeting invite by **Feb 1st** that will have the link included in the body of the meeting invitation on your calendar.

> **IT Academy College Online Info Session, 2/9 @ 3:00 – 4:30 pm**
>
> ➔ Join Skype Meeting (Ctrl click on link or accept outlook meeting)
>
> **Or join by phone** 1-800-775-6277 , enter **Conference ID: 9719038**

3. **Interviews will be held April 3rd - April 10th** at MassMutual, 1295 State Street, Spfld, MA campus. Be sure to put a hold on your calendars.

4. Check your email daily, as we will be communicating to candidates regarding interviews via email and will expect a response within 24 hours to confirm your interview appointment(s).

We wish you luck and look forward to receiving your application!

MassMutual
FINANCIAL GROUP®

We'll help you get there.

2017 IT Academy – College Positions (12th grade – college)
Preference Form

Directions: Please complete and submit along with your resume and cover letter by **Feb 17th** to ITAcademy@massmutual.com . Indicate the positions that you would like to be considered for by <u>ranking</u> your choices in order (**1st - 5th choice**).

Note: If you are not interested in <u>5 positions</u>, only indicate the positions that you are interested in applying for.

Name: Major (or intended)

School: Year of graduation:

Position #	Manager Name	Location	Title	Indicate Your Top 5 Choices (Rank 1-5)
C01	Irene Banks, Gerald Lee & Bob Bernadara	Springfield	Tech Showcase Intern	
C02	Irene Banks	Springfield	Collaborations Solutions Intern	
C03	Irene Banks, Gerald Lee & Jeff Letendre	Springfield	Client Computing Analyst	
C04	Anthony Gomes & Steven Ragnauth	Springfield	Tech Squad, Field Tech Consultant	
C05	Dennis Fiahlo, & Ken Fowles	Springfield	Field & Workplace – ESP Delivery Team Intern	
C06	Dennis Fiahlo, Holly Giroux & Kathy Nicoll	Springfield	Field & Workplace – ESP Delivery Team Intern	
C07	Michael Walker & Linda Ramos	Springfield	Professional & Delivery Services Intern	
C08	Shane Robitaille, Pam Mathison & Danielle Lessard	Springfield	IT Academy Digital Media Intern	
C09	Beth Novy & Adam Schwartz	Springfield	Data Analyst	
C10	Sam Banerjee	Springfield/Enfield	IT Shared Delivered Services Intern	
C11	Jaime Beebe & James Cloutier	Springfield	Fulfillment Technician Intern	
C12, C13, C14	Lily Canoa, David Littlejohn, Pat Burns, & Natasha Conti	Springfield	IT Customer Service Intern	
C15	Mary Blair, John Robitaille Tom Dowd & Daniel Frye,	Springfield	IT Software Asset Analyst Intern	
C16	Steve Percy	Springfield	Infrastructure Services Network Engineer Intern	
C17, C18	Donna Epstein & Karen Bogdanovich	Springfield	Information Governance & Records Management	
C19	Katherine Piedra	Springfield	EIRM – Cyber Solutions Archer Team Intern	

(Continue to next page)

Position #	Manager Name	Location	Department/Title	Indicate Your Top 5 Choices (Rank 1-5)
C20, C21 & C22	Chris Olson, Jeff Trask & Kristin DeAngelo	Springfield	Office of Enterprise Resilience Consultant	
C23	Jackie Perzan & Paul Mikuszewski	**Enfield**	Retirement Services Application Production Support	
C24	Sarah Gladu	Springfield	Solutions Architecture Intern	
C25	Rich Saunders & Chris Olson	Springfield	Hosting Services, Enterprise & IT Infrastructure Services	
C26, C27	Vamsi Chavali & George Canapi	Springfield	IT Application Support	
C28	Jennifer Stebbins	Springfield	Core Solutions Development & IT OPS (S) Project Support Intern	Job description to be added by 2/17

Note:
1. Please check back periodically for changes in the positions and job descriptions as they become available.
2. After you indicate your top 5 positions for consideration in <u>ranked order</u>, if there are other positions you are interested in you make check those off as well.
3. All materials (noted below) must be received in order for your application to complete. Incomplete applications will not be considered:
   - Preference form
   - Cover letter
   - Resume

PLEASE NOTE THAT POSITIONS C 25, C26, C27 & C28 HAVE BEEN ADDED POST VIRTUAL FAIR

PLEASE <u>RESEND YOUR PREFERENCES</u> IF YOU WOULD LIKED TO APPLY TO ANY OF THESE NEW POSITIONS TO ITAcademy@massmutual.com noting this change by **Friday, Feb 17th**

Position Information

- **Job ID: C 01**
- **Position Title:** Technology Showcase Intern
- **Job Location:** Springfield, MA
- **Business Unit:** Enterprise Architecture and Workplace Sol Dev
- **Department Name:** Workplace Solutions & Development
- **Hiring Manager:** Irene Banks
- **Intern Point People:** Bob Bernardara

Meet the Manager!

Irene Banks

Position Description

Event technology support – Skype/Video/Audio, Event Material/room layout and testing

Event Logistics Support – reservation management liaison, remote room reservation, Sodexho ordering

Help with Showcase logistics (invoices, orders, etc.).

Help/Identify opportunities for and document standard work.

Open hours customer interfacing in the TECH Showcase

Is this the right job for me? => Traits and skills to be successful in this position

Technologies to know

- Microsoft Office
- Android and iOS
- General Windows and Mac technologies
- Adaptable to learn new Applications and Software
- Communication

Job ID: C 01   **Position Title:** Technology Showcase Intern

How important are these common workplace skills to the position?

Skill	1	2	3	4	5
Technical	★	★	★	☆	☆
Detail Oriented	★	★	★	★	☆
Written Communication	★	★	★	★	☆
Interpersonal Communication	★	★	★	★	⯪
Customer Service	★	★	★	★	☆
Problem Solving	★	★	★	★	⯪
Creativity	★	★	★	★	☆
Initiative	★	★	★	⯪	☆
Research	★	★	★	★	☆

Skills Required:

Technical – Adapt to computers, software's, tech-languages, hardware's, etc.

Detail Oriented –Ability to focus on the smallest parts of a project in order to notice errors, make changes, and remember important information.

Written Communication – Willing to express questions and ask question professionally.

Customer Service – Patient, courteous, and eager to help. Understands customer needs.

Problem Solving – Ability to think outside of the box and develop unique solutions to problems. Work efficiently toward process improvement.

Creativity – Enjoys innovative application of ideas. Have an eye for design. Welcome opportunities to showcase artistic thinking.

Initiative – Actively seeks new opportunities for growth, development, and leadership.

Research – Be able to find information needed to solve problems efficiently.

IT Academy

Position Information

- **Job ID: C 02**
- **Position Title:** Collaboration Solutions Junior Consultant
- **Job Location:** Springfield, MA
- **Division:** Enterprise Architecture & Workplace Solutions
- **Department Name:** Workplace Solutions Development
- **Hiring Manager:** Irene Banks
- **Intern Point People:** Irene Banks

Meet the Manager!

"Through our exciting ideation and delivery process, we help MassMutual grow and reach more customers!"

Irene Banks

Position Description

The MassMutual Technology Team's Workplace Solutions organization is responsible for developing strategic collaboration solutions. Our organization helps MassMutual achieve a vision of providing the same or better technology customer experience in the workplace as people have in their personal lives.

Meet Last Year's Interns!

Aditya Parmar & Jessica Miclon

Intern Projects from Last Summer

- Researching Emerging Technologies
- Event Coordination
- Developing efficient work processes

Is this the right job for me? => Traits and skills to be successful in this position

Technologies to know

- Microsoft Office and SharePoint
- Internet Explorer and Google Chrome
- Familiarity with MM's Request Center and HPSM tools a plus

IT Academy

Job ID: C 02   **Position Title:** Collaboration Solutions Junior Consultant

How important are these common workplace skills to the position?

Technical	★	★	★	☆	☆
Detail Oriented	★	★	★	★	★
Written Communication	★	★	★	★	★
Interpersonal Communication	★	★	★	★	★
Customer Service	★	★	★	★	☆
Problem Solving	★	★	★	☆	☆
Creativity	★	★	★	☆	☆
Initiative	★	★	★	★	★

Skill Key

Technical – Adept at computers, softwares, tech-languages, hardwares, etc. Willing to pick up new skills in these areas.

Detail Oriented –Ability to focus on the smallest parts of a project in order to notice errors, make changes, and remember important information.

Written Communication – Proficient in expressing ideas clearly and professionally through text (Emails, memos, etc.)

Interpersonal Communication – Proficient in expressing ideas clearly and professionally in conversation. Feels comfortable initiating discussion with associates at all levels of the business.

Customer Service – Patient, courteous, and eager to help. Understands customer needs. Sensitive to urgent issues. Ability to finish tasks quickly

Problem Solving – Ability to think outside of the box and develop unique solutions to problems. Works efficiently toward process improvement.

Creativity – Enjoys innovative application of ideas. Has an eye for design. Welcomes opportunities to showcase artistic thinking.

Initiative – Actively seeks new opportunities for growth, development, and leadership.

Position Information

- **Job ID: C 03**
- **Position Title:** Client Computing Analyst
- **Job Location:** Springfield, MA
- **Business Unit:** ENTERPRISE ARCH & WORKPLACE SOL DEV
- **Department Name:** Workplace Solutions Development
- **Hiring Manager:** Gerald Lee
- **Intern Point People:** Jeff Letendre

Position Description

We offer you the ability to show off your talents and build your skills! As a junior analyst you will benefit from on the job training and mentoring along with participation in team projects, professional development and social events. You will assist our system consultants with a variety of projects including cloud applications, enterprise mobility improvements, collaboration tools and next generation computing.

You'll do this by:
- Building your communication skills through the development and delivery of key enterprise projects
- You will have the opportunity to interact with various business partners
- Participate in projects that directly impact business value.
- Assist in our world class TECH Showcase that highlights technology advances our team is executing
- Engage teammates to foster increasing your technical knowledge!

Is this the right job for me? => Traits and skills to be successful in this position

- Strong problem solving and logical skills
- Practical ability to visualize data, communicate data, and utilize data effectively
- Excellent communication skills needed for business partner interaction
- Documentation and technical writing experience a plus
- Knowledge of computer and mobile devices (Windows, Mac OSX, iOS, Android)
- Ability to utilize Microsoft Office suite

Job ID: C 03   **Position Title:** Client Computing Analyst

How important are these common workplace skills to the position?

Skill	# of Stars	1	2	3	4	5
Technical	3	★	★	★	☆	☆
Detail Oriented	4	★	★	★	★	☆
Written Communication	5	★	★	★	★	★
Interpersonal Communication	5	★	★	★	★	★
Customer Service	5	★	★	★	★	★
Problem Solving	3	★	★	★	☆	☆
Creativity	2	★	★	☆	☆	☆
Initiative	3	★	★	★	☆	☆

Skill Key

Technical – Adept at computers, softwares, tech-languages, hardwares, etc. Willing to pick up new skills in these areas.

Detail oriented –Ability to focus on the smallest parts of a project in order to notice errors, make changes, and remember important information.

Written Communication – Proficient in expressing ideas clearly and professionally through text (Emails, memos, etc.)

Interpersonal Communication – Proficient in expressing ideas clearly and professionally in conversation. Feels comfortable initiating discussion with associates at all levels of the business.

Customer Service – Patient, courteous, and eager to help. Understands customer needs. Sensitive to urgent issues. Ability to finish tasks quickly

Problem Solving – Ability to think outside of the box and develop unique solutions to problems. Works efficiently toward process improvement.

Creativity – Enjoys innovative application of ideas. Has an eye for design. Welcomes opportunities to showcase artistic thinking.

Initiative – Actively seeks new opportunities for growth, development, and leadership.

IT Academy

Position Information

- **Job ID:** C 04
- **Position Title:** Field Technology Consultant
- **Job Location:** Springfield
- **Business Unit:** Enterprise Architecture & Workplace Solutions
- **Department Name:** TECH Squad
- **Hiring Manager:** Anthony Gomes
- **Intern Point People:** Steven Ragnauth

Meet the Manager!

Excited to have the opportunity to work together!

Anthony Gomes

Position Description

Brief Statement: The TECH Squad provides astounding technology support to the men and women who sell MassMutual products across the United States. The team consults with offices to ensure they are leveraging technology to provide tangible value to their business, assists with resolving complex tech issues, and identify ideas to improve our overall service experience.

- Assist a top sales agent with adopting Skype for Business
- Advise an office manager on the best video conferencing solution to improve collaboration
- Analyze customer experience data and identify trends/improvement opportunities
- Take accountability for a network issue plaguing a sales office and drive to resolution

Is this the right job for me? => Traits and skills to be successful in this position

Technologies to know

- Ability to pick up new technology quickly
- Well versed in multiple operating systems and platforms (e.g. Windows, Mac, Android, iOS, etc.)
- Basic networking background – understanding of infrastructure components and their functions (switch, router, firewall, etc.)
- Good handle on the functions of a business (sales, operations, product development, etc.)
- Advanced excel and data analysis preferred

IT Academy

Job ID: C 04   **Position Title:** Field Technology Consultant

How important are these common workplace skills to the position?

Skill	# of Stars	1	2	3	4	5
Technical	4	⭐	⭐	⭐	⭐	☆
Detail Oriented	3.5	⭐	⭐	⭐	⯨	☆
Written Communication	3	⭐	⭐	⭐	☆	☆
Interpersonal Communication	5	⭐	⭐	⭐	⭐	⭐
Customer Service	5	⭐	⭐	⭐	⭐	⭐
Innovation	2	⭐	⭐	☆	☆	☆
Problem Solving	4	⭐	⭐	⭐	⭐	☆
Creativity	2	⭐	⭐	☆	☆	☆
Initiative	5	⭐	⭐	⭐	⭐	⭐

Skill Key

Technical – Adept at computers, software, tech-languages, hardware, etc. Willing to pick up new skills in these areas.

Detail oriented –Ability to focus on the smallest parts of a project in order to notice errors, make changes, and remember important information.

Written Communication – Proficient in expressing ideas clearly and professionally through text (Emails, memos, etc.)

Interpersonal Communication – Proficient in expressing ideas clearly and professionally in conversation. Feels comfortable initiating discussion with associates at all levels of the business.

Customer Service – Patient, courteous, and eager to help. Understands customer needs. Sensitive to urgent issues. Ability to finish tasks quickly

Problem Solving – Ability to think outside of the box and develop unique solutions to problems. Works efficiently toward process improvement.

Creativity – Enjoys innovative application of ideas. Has an eye for design. Welcomes opportunities to showcase artistic thinking.

Initiative – Actively seeks new opportunities for growth, development, and leadership.

MassMutual IT Academy
College Positions (High School Seniors and College Students)

2017

Position Information

- **Job ID: C 05**
- **Position Title:** ESP Core Team Intern
- **Job Location:** Springfield
- **Business Unit:** ESP Delivery
- **Department Name:** ESP Core Team
- **Hiring Manager:** Dennis Fialho
- **Intern Point People:** Tara Hoffman & Holly Giroux

> Internships help ESP deliver **better** & **faster** by implementing more efficient ways of working & removing hurdles that would otherwise slow us down.

Meet the Manager!

Dennis Fialho

Position Description

Working under Program and Project Managers within the ESP (Electronic Sales Platform) team means learning how to analyze team dynamics, organize crucial information, and develop more efficient ways of delivering products to customers. This is a fast-moving team within the company, doing a great job of upholding relationships with agents and making their jobs easier!

Meet Last Year's Intern!

Jasmine Jiles

Intern Projects from Last Summer

- Submit Invoices & Create "Standard Work" (A How-to-Guide of frequently done tasks)
- Assist with Intake & Prioritization Process
- Develop a Catalog of ESP Contracts
- Clean up SharePoint site

Is this the right job for me? => Traits and skills to be successful in this position

Technologies to Know

- Know your way around MS Excel & Word (questions are always a Google away!)
- You'll learn the Ins and Outs of SharePoint
- Other systems will be taught on the job (Ariba, Archer, Version1 etc.)

IT Academy

Job ID: C 05   **Position Title:** ESP Core Team Intern

How important are these common workplace skills to the position?

Skill	1	2	3	4	5
Technical	★	★	★	☆	☆
Detail Oriented	★	★	★	★	★
Written Communication	★	★	★	★	☆
Interpersonal Communication	★	★	★	★	★
Customer Service	★	★	☆	☆	☆
Problem Solving	★	★	★	★	☆
Creativity	★	★	★	☆	☆
Initiative	★	★	★	★	☆

Skill Key

Technical – Adept at computers, softwares, tech-languages, hardwares, etc. Willing to pick up new skills in these areas.

Detail Oriented –Ability to focus on the smallest parts of a project in order to notice errors, make changes, and remember important information.

Written Communication – Proficient in expressing ideas clearly and professionally through text (Emails, memos, etc.)

Interpersonal Communication – Proficient in expressing ideas clearly and professionally in conversation. Feels comfortable initiating discussion with associates at all levels of the business.

Customer Service – Patient, courteous, and eager to help. Understands customer needs. Sensitive to urgent issues. Ability to finish tasks quickly

Problem Solving – Ability to think outside of the box and develop unique solutions to problems. Works efficiently toward process improvement.

Creativity – Enjoys innovative application of ideas. Has an eye for design. Welcomes opportunities to showcase artistic thinking.

Initiative – Actively seeks new opportunities for growth, development, and leadership.

Position Information

- **Job ID: C 06**
- **Position Title:** DevOps Intern
- **Job Location:** Springfield, MA
- **Business Unit:** ESP Delivery
- **Department Name:** ESP Technologies
- **Hiring Manager:** Holly Giroux
- **Intern Point People:** Kathy Nicoll

Meet the Manager!

Internships help ESP deliver **more efficiently** by helping remove hurdles that would otherwise slow us down.

Holly Giroux

Position Description

The ESP Delivery (ESP = Electronic Sales Platform) team is comprised of two internal teams working together to define and deliver the next generation of Business capabilities to the field. Our core mission is to create a digital experience bringing together technology, education, and support in an easy and intuitive way to provide agents with the tools and access they need to engage consumers in new ways. Working in DevOps means learning how to analyze team dynamics, organize crucial information, and develop efficient ways of managing data. This is a fast-moving team within the company, supporting the Salesforce Platform.

Intern Projects from Last Summer

- Project 1 – Data Reconciliation (Version 1 to DevOps Backlog)
- Project 2 –Data manipulation for reporting (data clean up)
- Project 3 – Update of data lineage documentation for ETL reference

Is this the right job for me? => Traits and skills to be successful in this position

Technologies to know

- Strong understanding and experience with MS Excel
- Experience creating or maintaining a WIKI (Confluence or other) would be a huge benefit
- Ability to work with data – synthesizing Agile Stories and data clean up. Will be using Version 1 software (can be trained on the job)
- You'll learn the Ins and Out of SharePoint

IT Academy

Job ID: C 06   **Position Title: DevOps Intern**

How important are these common workplace skills to the position?

Skill	# of Stars	1	2	3	4	5
Technical	3	★	★	★	☆	☆
Detail Oriented	5	★	★	★	★	★
Written Communication	4	★	★	★	★	☆
Interpersonal Communication	3	★	★	★	☆	☆
Customer Service	3	★	★	★	☆	☆
Innovation	2.5	★	★	⯪	☆	☆
Problem Solving	3	★	★	★	☆	☆
Creativity	2	★	★	☆	☆	☆
Initiative	4	★	★	★	★	☆

Skill Key

Technical – Adept at computers, softwares, tech-languages, hardwares, etc. Willing to pick up new skills in these areas.

Detail oriented –Ability to focus on the smallest parts of a project in order to notice errors, make changes, and remember important information.

Written Communication – Proficient in expressing ideas clearly and professionally through text (Emails, memos, etc.)

Interpersonal Communication – Proficient in expressing ideas clearly and professionally in conversation. Feels comfortable initiating discussion with associates at all levels of the business.

Customer Service – Patient, courteous, and eager to help. Understands customer needs. Sensitive to urgent issues. Ability to finish tasks quickly

Problem Solving – Ability to think outside of the box and develop unique solutions to problems. Works efficiently toward process improvement.

Creativity – Enjoys innovative application of ideas. Has an eye for design. Welcomes opportunities to showcase artistic thinking.

Initiative – Actively seeks new opportunities for growth, development, and leadership.

IT Academy

Position Information

- **Job ID: C 07**
- **Position Title:** Professional & Delivery Services Intern
- **Job Location:** Springfield, MA
- **Business Unit:** Enterprise Architecture & Workplace Solutions
- **Department Name:** Professional & Delivery Services
- **Hiring Manager:** Michael Walker
- **Intern Point People:** Linda Ramos

Meet the Manager!

"Welcome to MassMutual! We look forward to having you bring your energy, fresh ideas & passion to our team. Again, welcome!"

Position Description

The Professional & Delivery Services Team provides field technology relationship management, communication, education and readiness services to facilitate delivery, adoption and ongoing support for new and existing field and workplace technology solutions.

Meet Last Year's Intern!
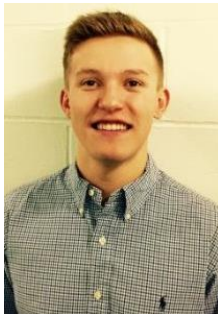
Intern Projects from Last Summer

- Updated contacts in the Agency Dossier to help support our Field Tech Ambassadors
- Created an inventory for the Content Management system
- Reviewed, updated and uploaded different team documents to SharePoint

Is this the right job for me? => Traits and skills to be successful in this position

Technologies to know

- Proficient in Microsoft Office (Word, Excel & PowerPoint)
- Familiarity with Skype, Box, SharePoint, Last Pass and Mobile Iron

IT Academy

Job ID: C 07   **Position Title:** Professional & Delivery Services Intern

How important are these common workplace skills to the position?

Skill	# of Stars	1	2	3	4	5
Technical	2	⭐	⭐	☆	☆	☆
Detail Oriented	3	⭐	⭐	⭐	☆	☆
Written Communication	3.5	⭐	⭐	⭐	⭐½	☆
Interpersonal Communication	4	⭐	⭐	⭐	⭐	☆
Customer Service	4	⭐	⭐	⭐	⭐	☆
Innovation	2.5	⭐	⭐	⭐½	☆	☆
Problem Solving	4	⭐	⭐	⭐	⭐	☆
Creativity	3	⭐	⭐	⭐	☆	☆
Initiative	3	⭐	⭐	⭐	☆	☆

Skill Key

Technical – Adept at computers, software, tech-languages, hardware, etc. Willing to pick up new skills in these areas.

Detail oriented –Ability to focus on the smallest parts of a project in order to notice errors, make changes, and remember important information.

Written Communication – Proficient in expressing ideas clearly and professionally through text (Emails, memos, etc.)

Interpersonal Communication – Proficient in expressing ideas clearly and professionally in conversation. Feels comfortable initiating discussion with associates at all levels of the business.

Customer Service – Patient, courteous, and eager to help. Understands customer needs. Sensitive to urgent issues. Ability to finish tasks quickly

Problem Solving – Ability to think outside of the box and develop unique solutions to problems. Works efficiently toward process improvement.

Creativity – Enjoys innovative application of ideas. Has an eye for design. Welcomes opportunities to showcase artistic thinking.

Initiative – Actively seeks new opportunities for growth, development, and leadership.

Position Information

- **Job ID: C 08**
- **Position Title:** IT Academy Digital Media Intern
- **Job Location:** Springfield
- **Business Unit:** IT Professional Service
- **Department Name:** IT Learning and Performance
- **Hiring Manager:** Shane Robitaille
- **Intern Point People:** Danielle Lessard & Pam Mathison

Meet the Manager!

The team is excited to work with you!

Shane Robitaille

Position Description

The IT Learning and Performance Department focuses on providing learning solutions to the MassMutual technology team. Part of this effort includes managing our talent pipelines, which serve to educate students on careers in IT through internships, co-ops, technical camps, and more! The IT Academy Media Intern will support our talent pipelines by providing media content that we can use to recruit, create awareness, and drive forward programmatic initiatives.

Potential Projects

- Managing and providing digital content for various IT Academy social media platforms
- Creating high quality videos that can be used to recruit and advertise various talent pipeline programs
- Managing and providing content for an archive of IT Academy and ITGirls media, including pictures, videos, presentations, etc.
- Enhancing and providing content for IT Academy digital communications (thank you emails, content for SharePoint site, etc.)

Is this the right job for me? => Traits and skills to be successful in this position

Technologies to know

- Experience with editing software, such as iMovie, Adobe Premiere, Final Cut Pro, Avid Media Composer
- Experience with social media platforms, such as Facebook and Instagram
- Familiar with Microsoft products (Word, Outlook, PowerPoint, Excel, etc.)

Job ID: C 08   **Position Title: IT Academy Team Digital Media Intern**

How important are these common workplace skills to the position?

Skill	# of Stars	1	2	3	4	5
Technical	3	⭐	⭐	⭐	☆	☆
Detail Oriented	3.5	⭐	⭐	⭐	⯪	☆
Written Communication	5	⭐	⭐	⭐	⭐	⭐
Interpersonal Communication	4	⭐	⭐	⭐	⭐	☆
Customer Service	2	⭐	⭐	☆	☆	☆
Problem Solving	2	⭐	⭐	☆	☆	☆
Creativity	5	⭐	⭐	⭐	⭐	⭐
Initiative	5	⭐	⭐	⭐	⭐	⭐

Skill Key

Technical – Adept at computers, softwares, tech-languages, hardwares, etc. Willing to pick up new skills in these areas.

Detail oriented –Ability to focus on the smallest parts of a project in order to notice errors, make changes, and remember important information.

Written Communication – Proficient in expressing ideas clearly and professionally through text (Emails, memos, etc.)

Interpersonal Communication – Proficient in expressing ideas clearly and professionally in conversation. Feels comfortable initiating discussion with associates at all levels of the business.

Customer Service – Patient, courteous, and eager to help. Understands customer needs. Sensitive to urgent issues. Ability to finish tasks quickly

Problem Solving – Ability to think outside of the box and develop unique solutions to problems. Works efficiently toward process improvement.

Creativity – Enjoys innovative application of ideas. Has an eye for design. Welcomes opportunities to showcase artistic thinking.

Initiative – Actively seeks new opportunities for growth, development, and leadership.

IT Academy

MassMutual IT Academy
College Positions (High School Seniors and College Students)

2017

Position Information

- **Job ID: C 09**
- **Position Title:** Data Analyst
- **Job Location:** Springfield
- **Business Unit:** IT Strategy & Planning
- **Department Name:** Technology Team
- **Hiring Manager:** Adam Schwartz
- **Intern Point People:** Adam Schwartz

Meet the Manager!

"In God we trust, all others bring data."
~ W. Edwards Deming

Adam Schwartz

Position Description

Help us educate the MassMutual Technology workforce about how to use data better. Workforce planning uses data heavily to make decisions about what actions to take as an IT organization and we rely on communicating this information to all of MMTT to help them make decisions. However, important complexities of analysis are often lost on the general population because they lack data analysis skills.

To help address this gap, we're looking to develop several small learning games that will comprise a "Museum of Bad Metrics." Simple learning games that will demonstrate important principles when thinking about data will be built to teach these ideas in small snippets.

This is a software development role with the successful intern having relevant experience in a web-based language (javascript, for example). The intern will work largely independently on several assignments to design, code and test the solutions.

Is this the right job for me? => Traits and skills to be successful in this position

Technologies to know

- A web-based programming language (javascript, for example)
- Basic experience with statistics is a plus

IT Academy

Job ID: C 09   **Position Title: Data Analyst**

How important are these common workplace skills to the position?

Skill	# of Stars	1	2	3	4	5
Technical	5	⭐	⭐	⭐	⭐	⭐
Detail Oriented	3	⭐	⭐	⭐		
Written Communication	1	⭐				
Interpersonal Communication	1	⭐				
Customer Service	1	⭐				
Innovation	1	⭐				
Problem Solving	3	⭐	⭐	⭐		
Creativity	5	⭐	⭐	⭐	⭐	⭐
Initiative	4	⭐	⭐	⭐	⭐	

Skill Key

Technical – Adept at computers, softwares, tech-languages, hardwares, etc. Willing to pick up new skills in these areas.

Detail oriented –Ability to focus on the smallest parts of a project in order to notice errors, make changes, and remember important information.

Written Communication – Proficient in expressing ideas clearly and professionally through text (Emails, memos, etc.)

Interpersonal Communication – Proficient in expressing ideas clearly and professionally in conversation. Feels comfortable initiating discussion with associates at all levels of the business.

Customer Service – Patient, courteous, and eager to help. Understands customer needs. Sensitive to urgent issues. Ability to finish tasks quickly

Problem Solving – Ability to think outside of the box and develop unique solutions to problems. Works efficiently toward process improvement.

Creativity – Enjoys innovative application of ideas. Has an eye for design. Welcomes opportunities to showcase artistic thinking.

Initiative – Actively seeks new opportunities for growth, development, and leadership.

IT Academy

Position Information

- **Job ID: C 10**
- **Position Title:** TECHNICAL CONSULTANT
- **Job Location:** SPRINGFILED / ENFIELD
- **Business Unit:** IT
- **Department Name:** PDS
- **Hiring Manager:** SAM BANERJEE
- **Hiring Manager Phone:** 860-818-6383
- **Intern Point People:** SAM BANERJEE

Meet the Manager!

MEET THE FUTURE!

SAM M BANERJEE

Position Description

This is a new role within Technical Quality Assurance where we will be testing the release cycles and applications.

Is this the right job for me? => Traits and skills to be successful in this position

Technologies to know

- DEVOPS RELEASE MANAGEMENT & ENVIORNMNETS
- UNDERSTANDING OF HARWARE AND HOW IT PERFORMS
- UNDERSTANDING OF BASIC ARCHITECTURE LIKE : MAINFRAME VS DISTRIBUTED
- TRAINED ON **ANY ONE** PROGRAMMING LANGUAGE WITHIN THE LIST BELOW
  - C, C++, C# , VB, PEARL , RUBY , PYTHON
- KNOWLEDGE OF OPEN SOURCE TOOLS & FRAMEWORKS
  - GIT, JENKINS , SELENIUM
- INTEREST AND AN ACUMEN TO VALIDATE & TEST PRODUCTS AND FIND FAULTS

- WILLINGNESS TO LEARN NEW TECHNOLOGIES

IT Academy

Job ID: C10   **Position Title:** Technical Consultant

How important are these common workplace skills to the position?

Skill	# of Stars	1	2	3	4	5
Technical	5	⭐	⭐	⭐	⭐	⭐
Detail Oriented	3	⭐	⭐	⭐	☆	☆
Written Communication	3	⭐	⭐	⭐	☆	☆
Interpersonal Communication	4	⭐	⭐	⭐	⭐	☆
Customer Service	3	⭐	⭐	⭐	☆	☆
Problem Solving	4	⭐	⭐	⭐	⭐	☆
Creativity	4	⭐	⭐	⭐	⭐	☆
Initiative	4	⭐	⭐	⭐	⭐	☆

Skill Key

Technical – Adept at computers, softwares, tech-languages, hardwares, etc. Willing to pick up new skills in these areas.

Detail oriented –Ability to focus on the smallest parts of a project in order to notice errors, make changes, and remember important information.

Written Communication – Proficient in expressing ideas clearly and professionally through text (Emails, memos, etc.)

Interpersonal Communication – Proficient in expressing ideas clearly and professionally in conversation. Feels comfortable initiating discussion with associates at all levels of the business.

Customer Service – Patient, courteous, and eager to help. Understands customer needs. Sensitive to urgent issues. Ability to finish tasks quickly

Problem Solving – Ability to think outside of the box and develop unique solutions to problems. Works efficiently toward process improvement.

Creativity – Enjoys innovative application of ideas. Has an eye for design. Welcomes opportunities to showcase artistic thinking.

Initiative – Actively seeks new opportunities for growth, development, and leadership.

IT Academy

Position Information

- **Job ID: C11**
- **Position Title:** Fulfillment Team
- **Job Location:** Springfield
- **Business Unit:** ETO
- **Department Name:** Fulfillment
- **Hiring Manager:** Jamie Beebe
- **Intern Point People:** James Cloutier

Meet the Manager!

Welcome to the Fulfillment team!

Jamie Beebe

Position Description

Brief Statement: The Fulfillment team is Level 3 desktop support. We deliver quality resolutions for our customers.

Intern Projects from Last Summer

- Metlife Aquisition
- Metlife Onboarding
- I.T. Support

Is this the right job for me? => Traits and skills to be successful in this position

Technologies to know

- Software installations
- Deliver and setup hardware

IT Academy

Job ID: C 11   **Position Title:** Fulfillment Technician Intern

How important are these common workplace skills to the position?

Skill	# of Stars	1	2	3	4	5
Technical	4	⭐	⭐	⭐	⭐	☆
Detail Oriented	2.5	⭐	⭐	⯪	☆	☆
Written Communication	1	⭐	☆	☆	☆	☆
Interpersonal Communication	3.5	⭐	⭐	⭐	⯪	☆
Customer Service	5	⭐	⭐	⭐	⭐	⭐
Problem Solving	2	⭐	⭐	☆	☆	☆
Creativity	1	⭐	☆	☆	☆	☆
Initiative	3	⭐	⭐	⭐	☆	☆

Skill Key

Technical – Adept at computers, softwares, tech-languages, hardwares, etc. Willing to pick up new skills in these areas.

Detail oriented –Ability to focus on the smallest parts of a project in order to notice errors, make changes, and remember important information.

Written Communication – Proficient in expressing ideas clearly and professionally through text (Emails, memos, etc.)

Interpersonal Communication – Proficient in expressing ideas clearly and professionally in conversation. Feels comfortable initiating discussion with associates at all levels of the business.

Customer Service – Patient, courteous, and eager to help. Understands customer needs. Sensitive to urgent issues. Ability to finish tasks quickly

Problem Solving – Ability to think outside of the box and develop unique solutions to problems. Works efficiently toward process improvement.

Creativity – Enjoys innovative application of ideas. Has an eye for design. Welcomes opportunities to showcase artistic thinking.

Initiative – Actively seeks new opportunities for growth, development, and leadership.

MassMutual IT Academy
College Positions (High School Seniors and College Students)

2017

Position Information

- **Job ID:** C 12, C13 & C 14
- **Position Title:** IT Customer Service Analyst
- **Job Location:** Springfield, Ma
- **Division:** IT Customer Service
- **Department Name:** Customer Engagement
- **Hiring Manager:** Lily Canoa
- **Hiring Manager Phone:** 413-744-2598
- **Intern Point People:** David Littlejohn, Pat Burns, & Natasha Conti

Don't wait for opportunity, create it.

Meet the Manager!

Lily Canoa

Position Description

The Customer Service department provides the highest quality support to MassMutual and MetLife business partners who call in with technical issues. We are the first line of support, and are crucial to the productivity of this company.

Meet Last Year's Interns!

Aleyah Campbell

Madison Hall-Martin

Intern Projects from Last Summer

- MetLife acquisition
- Level 1 (Password) Tech. Support
- Helped Triage level 2 tickets
- Triaging Major Incidents
- Reduced productivity loss through efficient troubleshooting

Is this the right job for me? => Traits and skills to be successful in this position

Technologies to Know

- Intermediate Level Computer and Mobile Device Troubleshooting
- Microsoft Office Products
- Internet Explorer and Web Based Applications

IT Academy

Job ID: C 12, C 13 & C 14   **Position Title:** IT Customer Service Analyst

How important are these common workplace skills to the position?

Skill	# of Stars	1	2	3	4	5
Technical	4	⭐	⭐	⭐	⭐	☆
Detail Oriented	5	⭐	⭐	⭐	⭐	⭐
Written Communication	4.5	⭐	⭐	⭐	⭐	⯪
Interpersonal Communication	4	⭐	⭐	⭐	⭐	☆
Customer Service	5	⭐	⭐	⭐	⭐	⭐
Problem Solving	5	⭐	⭐	⭐	⭐	⭐
Creativity	3	⭐	⭐	⭐	☆	☆
Initiative	3	⭐	⭐	⭐	☆	☆

Skill Key

Technical – Adept at computers, softwares, tech-languages, hardwares, etc. Willing to pick up new skills in these areas.

Detail oriented –Ability to focus on the smallest parts of a project in order to notice errors, make changes, and remember important information.

Written Communication – Proficient in expressing ideas clearly and professionally through text (Emails, memos, etc.)

Interpersonal Communication – Proficient in expressing ideas clearly and professionally in conversation. Feels comfortable initiating discussion with associates at all levels of the business.

Customer Service – Patient, courteous, and eager to help. Understands customer needs. Sensitive to urgent issues. Ability to finish tasks quickly

Problem Solving – Ability to think outside of the box and develop unique solutions to problems. Works efficiently toward process improvement.

Creativity – Enjoys innovative application of ideas. Has an eye for design. Welcomes opportunities to showcase artistic thinking.

Initiative – Actively seeks new opportunities for growth, development, and leadership.

IT Academy

Position Information

Looking for an exciting opportunity to work with an exceptional team learning IT process and the Business End of Technology through a unique lens?

Meet the Manager!

- **Job ID: C 15**
- **Position Title:** IT Software Asset Analyst
- **Job Location:** Springfield
- **Business Unit:** Enterprise & IT Infrastructure Services
- **Department Name:** ENTERPRISE TECH COMMUNICATION (S)
- **Hiring Manager:** Mary Blair
- **Intern Point People:** John Robitaille, Tom Dowd, Daniel Frye

Mary Blair

Position Description

IT Asset Management is a function that ensures MassMutual is getting the maximum value out of the IT resources we procure such as IT hardware and software. The purpose of this position is to ensure we are effectively utilizing software licenses purchased, and continue to stay in compliance with End User License Agreements.

Intern Projects from Last Summer

- Convert Packing Slips to electronic images
- Hardware Receiving
- Cataloged physical software media and removed duplicates

Is this the right job for me? => Traits and skills to be successful in this position

Technologies to know

- Familiar with basic Windows OS concepts.
- Familiar with basic excel formulas to track and measure project success. Desire to learn more advanced Excel skills.
- Familiar with basic software installation/uninstallation concepts.
- Who knows? It's an adventure.

IT Academy

JOB ID: C 15   **Position Title:** IT Software Asset Analyst

How important are these common workplace skills to the position?

Skill	Rating					
Technical	4.5	★	★	★	★	⯪
Detail Oriented	4.5	★	★	★	★	⯪
Written Communication	4	★	★	★	★	☆
Interpersonal Communication	4	★	★	★	★	☆
Customer Service	4	★	★	★	★	☆
Innovation	4	★	★	★	★	☆
Problem Solving	4	★	★	★	★	☆
Creativity	3.5	★	★	★	⯪	☆
Initiative	3.5	★	★	★	⯪	☆

Skill Key

Technical – Adept at working with computer hardware and common business software (example, MS Office).   Willing to pick up new skills in these areas.

Detail oriented –Ability to focus on the smallest parts of a project in order to notice errors, make changes, and identify important information.

Written Communication – Proficient in expressing ideas clearly and professionally through text (Emails, memos, etc.)

Interpersonal Communication – Proficient in expressing ideas clearly and professionally in conversation. Feels comfortable initiating discussion with associates at all levels of the business.

Customer Service – Patient, courteous, and eager to help. Understands customer needs. Sensitive to urgent issues. Ability to finish tasks quickly

Problem Solving – Ability to think outside of the box and develop unique solutions to problems. Works efficiently toward process improvement.

Creativity – Enjoys innovative application of ideas. Has an eye for design. Welcomes opportunities to showcase artistic thinking.

Initiative – Actively seeks new opportunities for growth, development, and leadership.

Position Information

- **Job ID: C 16**
- **Position Title:** Network Engineer Intern
- **Job Location:** Springfield
- **Business Unit:** Enterprise & IT
- **Department Name:** Network Engineering
- **Hiring Manager:** Stephen Percy
- **Intern Point People:** Frank Geoffrion

Meet the Manager!

Continuous learning is continuous improvement!

Stephen Percy

Position Description

Welcome to Network Engineering! Help support an essential part of Mass Mutual, their networks!

Intern Projects from Last Summer

- Migrate client connections off vendor LANS
- Reconfigure OS's for switch redeployment
- Completed training on Cisco Routing & Switching (R&S)

Is this the right job for me? => Traits and skills to be successful in this position

Technologies to Know

- Basic knowledge of Cisco Routing and Switching
- Basic knowledge of a low level coding scheme, specifically for network devices
- Intermediate knowledge of network wiring (i.e. Fiber, RJ45, co-ax, and etc.)

IT Academy

Job ID: C 16   **Position Title:** Network Engineer Intern

How important are these common workplace skills to the position?

Skill	1	2	3	4	5
Technical	★	★	★	★	★
Detail Oriented	★	★	★	★	½
Written Communication	★	★	★	★	☆
Interpersonal Communication	★	★	★	½	☆
Customer Service	★	★	★	☆	☆
Problem Solving	★	★	☆	☆	☆
Creativity	★	½	☆	☆	☆
Initiative	★	★	★	★	☆

Skill Key

Technical – Adept at computers, softwares, tech-languages, hardwares, etc. Willing to pick up new skills in these areas.

Detail Oriented –Ability to focus on the smallest parts of a project in order to notice errors, make changes, and remember important information.

Written Communication – Proficient in expressing ideas clearly and professionally through text (Emails, memos, etc.)

Interpersonal Communication – Proficient in expressing ideas clearly and professionally in conversation. Feels comfortable initiating discussion with associates at all levels of the business.

Customer Service – Patient, courteous, and eager to help. Understands customer needs. Sensitive to urgent issues. Ability to finish tasks quickly

Problem Solving – Ability to think outside of the box and develop unique solutions to problems. Works efficiently toward process improvement.

Creativity – Enjoys innovative application of ideas. Has an eye for design. Welcomes opportunities to showcase artistic thinking.

Initiative – Actively seeks new opportunities for growth, development, and leadership.

Position Information

- **Job ID:** C 17, C 18
- **Position Title:** Information Governance intern
- **Job Location:** Springfield, MA
- **Business Unit:** Core Solutions Development & IT Ops
- **Department Name:** Enterprise and IT Infrastructure
- **Hiring Manager:** Donna Epstein
  Intern Point People: Karen Bogdanovich

Message from the Manager!

> HI, Welcome to the OIG!

Donna Epstein

Position Description

The Office of Information Governance is responsible for establishing the policies for handling all information assets in MassMutual (Digital and Physical) to ensure that the organization meets its statutory, legal and business obligations. As an Information Governance intern, you'll be responsible for assisting in the effective and appropriate management of MassMutual's information assets from their creation, right through to their eventual disposal.

You'll help administer our records management programs, assist in the design and development of filing systems and business classification schemes, and undertake records surveys to help inventory, classify and index records for a range of operational and strategic areas. You'll interact with business partners across the enterprise, responding to requests for information and helping with the development and delivery of training and awareness programs.

Information Governance is often closely related to knowledge, information and data management, data analytics, information compliance (data protection and freedom of information), and archival and library sciences.

Recent Intern Projects

- Records Managements quality analysis
- Webpage design for the OIG intranet pages
- Wide ranging department project participation
- Company event organization
- Historical archive collection and organization
- Oversight of department intern projects

Is this the right job for me? => Traits and skills to be successful in this position

Technologies to know

- Software: Microsoft Office including Skype for Business and Outlook,
- SharePoint
- Box.com
- Enterprise Content Management systems

IT Academy

JOB ID: C 17, C18   **Position Title:** Information Governance Intern

How important are these common workplace skills to the position?

Skill	1	2	3	4	5
Technical	⭐	⭐	⭐	⭐	☆
Detail Oriented	⭐	⭐	⭐	⭐	⭐
Written Communication	⭐	⭐	⭐	⭐	☆
Interpersonal Communication	⭐	⭐	⭐	⭐	☆
Customer Service	⭐	⭐	⭐	⭐	⭐
Problem Solving	⭐	⭐	⭐	⭐	☆
Creativity	⭐	⭐	⭐	☆	☆
Initiative	⭐	⭐	⭐	⭐	☆

Skill Key

Technical – Adept at computers, software, tech-languages, hardware, etc. Willing to pick up new skills in these areas.

Detail oriented –Ability to focus on the smallest parts of a project in order to notice errors, make changes, and remember important information.

Written Communication – Proficient in expressing ideas clearly and professionally through text (Emails, memos, etc.)

Interpersonal Communication – Proficient in expressing ideas clearly and professionally in conversation. Feels comfortable initiating discussion with associates at all levels of the business.

Customer Service – Patient, courteous, and eager to help. Understands customer needs. Sensitive to urgent issues. Ability to finish tasks quickly

Problem Solving – Ability to think outside of the box and develop unique solutions to problems. Works efficiently toward process improvement.

Creativity – Enjoys innovative application of ideas. Has an eye for design. Welcomes opportunities to showcase artistic thinking.

Initiative – Actively seeks new opportunities for growth, development, and leadership.

MassMutual IT Academy
College Positions (High School Seniors and College Students)

Position Information

- **Job ID:** C 19
- **Position Title:** Archer Team Intern
- **Job Location:** Springfield
- **Business Division:** IT Operations
- **Department Name:** Enterprise & IT Infrastructure Services
- **Hiring Manager:** Katherine Piedra
- **Intern Point People:** Mike Meilleur

@CyberSolutions Learning lots & having fun! #Summer2017

Meet the Manager!

Katherine Piedra

Position Description

The RSA Archer platform is used throughout the organization to track risks of all kinds. Learn about why we protect our risk information, how this system works, and why it's important to our overall security. Learn from experienced system consultants by jumping right in as a member of the team.

Meet Last Year's Interns!

Samuel Gendron, Caleb Ezewuzie, Daniel Nogueira, Simon Tsyganenko

Intern Projects from Last Summer

- Learn the basics of the system
- Work with performance metrics
- Perform day-to-day upkeep and management of security applications.

Is this the right job for me? => Traits and skills to be successful in this position

Technologies to know

- General knowledge/concepts of code and writing queries
- Knowledge of IT infrastructure
- General fundamentals of information security, types of attacks, technologies used, etc.

- Strong problem solving and logical skills
- Excellent communication skills needed for client interaction, explaining data, etc.
- Documentation skills and technical writing experience
- Intellectual curiosity, a strong desire to learn
- Flexibility to work where needed within the cyber solutions suite

IT Academy

JOB ID: C 19   Position Title: Archer Team Intern

How important are these common workplace skills to the position?

Skill					
Technical	★	★	★	☆	☆
Detail Oriented	★	★	★	★	★
Written Communication	★	★	★	☆	☆
Interpersonal Communication	★	★	★	★	☆
Customer Service	★	★	★	★	★
Problem Solving	★	★	★	☆	☆
Creativity	★	☆	☆	☆	☆
Initiative	★	★	★	★	★

Skill Key

Technical – Adept at computers, softwares, tech-languages, hardwares, etc. Willing to pick up new skills in these areas.

Detail Oriented –Ability to focus on the smallest parts of a project in order to notice errors, make changes, and remember important information.

Written Communication – Proficient in expressing ideas clearly and professionally through text (Emails, memos, etc.)

Interpersonal Communication – Proficient in expressing ideas clearly and professionally in conversation. Feels comfortable initiating discussion with associates at all levels of the business.

Customer Service – Patient, courteous, and eager to help. Understands customer needs. Sensitive to urgent issues. Ability to finish tasks quickly

Problem Solving – Ability to think outside of the box and develop unique solutions to problems. Works efficiently toward process improvement.

Creativity – Enjoys innovative application of ideas. Has an eye for design. Welcomes opportunities to showcase artistic thinking.

Initiative – Actively seeks new opportunities for growth, development, and leadership.

Position Information

- **Job ID: C 20, C 21, C 22**
- **Position Title:** Office of Enterprise Resilience Consultant
- **Job Location:** Springfield, MA
- **Division:** IT Operations
- **Department Name:** Office of Enterprise Resilience
- **Hiring Manager:** Jeffrey Trask
- **Intern Point People:** Kristen DeAngelo

Meet the Manager!

> My hope for next year is that my interns meet or exceed the quality work put forth by this class of interns

Jeffrey Trask

Position Description

Ensure all divisions within MassMutual Financial Group, processes and systems, are resilient and able to recover from various types of business interruption, natural and man-made disasters, within the appropriate timeframe.

Meet Last Year's Interns!

Nathan Anderson

Maria Babcock

Danielle Wilson

Theresa Henle

Ben Woodman

Intern Projects from Last Summer

- Emergency Procedures Guide
- OER Preparedness Fair
- Redesigning the OER page on company website
- Help Guides to navigate Archer
- Simulation exercises
- Continuity plan maintenance

Is this the right job for me? Traits and Skills to be successful in this position

- Positive attitude
- Time Management
- Ability to self-motivate and achieve objectives without being "managed" closely
- Eagerness to take on new challenges
- Willingness to learn about IT and the Archer system
- Verbal communication skills
- Interacting with co-workers

Technologies to Know

- Familiarity with Microsoft Office (Word, Excel, Outlook)

JOB ID: C 20, C 21, C 22   **Position Title:** Office of Enterprise Resilience Consultant

How important are these common workplace skills to the position?

Skill	1	2	3	4	5
Technical	★	★	★	☆	☆
Detail Oriented	★	★	★	★	☆
Written Communication	★	★	★	☆	☆
Interpersonal Communication	★	★	★	★	☆
Customer Service	★	★	★	★	★
Problem Solving	★	★	★	★	☆
Creativity	★	★	★	☆	☆
Initiative	★	★	★	★	★

Skill Key

Technical – Adept at computers, softwares, tech-languages, hardwares, etc. Willing to pick up new skills in these areas.

Detail Oriented –Ability to focus on the smallest parts of a project in order to notice errors, make changes, and remember important information.

Written Communication – Proficient in expressing ideas clearly and professionally through text (Emails, memos, etc.)

Interpersonal Communication – Proficient in expressing ideas clearly and professionally in conversation. Feels comfortable initiating discussion with associates at all levels of the business.

Customer Service – Patient, courteous, and eager to help. Understands customer needs. Sensitive to urgent issues. Ability to finish tasks quickly

Problem Solving – Ability to think outside of the box and develop unique solutions to problems. Works efficiently toward process improvement.

Creativity – Enjoys innovative application of ideas. Has an eye for design. Welcomes opportunities to showcase artistic thinking.

Initiative – Actively seeks new opportunities for growth, development, and leadership.

IT Academy

Position Information

- **Job ID:** C 23
- **Position Title:** Business Systems Analyst
- **Job Location:** Enfield
- **Business Unit:** Operations & Applications Support
- **Department Name:** ALIS & Surrounding Apps
- **Hiring Manager:** Paul Mikuszewski
- **Intern Point People:** N/A

Meet the Manager!

We are supporting the future of RS

Paul Mikuszewski

Position Description

Value Statement: Partnering with the Retirement Service (RS) Tech Strategy program to implement and support the strategic suite of applications that will transform the RS business.

Is this the right job for me? => Traits and skills to be successful in this position

Technologies to know

- Microsoft Tools (especially Excel)
- SQL
- Database Structure and Architecture

IT Academy

JOB ID: C 23   Position Title: Business Systems Analyst

How important are these common workplace skills to the position?

Skill	# of Stars	1	2	3	4	5
Technical	4	★	★	★	★	☆
Detail Oriented	4.5	★	★	★	★	⯪
Written Communication	4	★	★	★	★	☆
Interpersonal Communication	3.5	★	★	★	⯪	☆
Customer Service	3	★	★	★	☆	☆
Innovation	3	★	★	★	☆	☆
Problem Solving	2	★	★	☆	☆	☆
Creativity	1.5	★	⯪	☆	☆	☆
Initiative	1	★	☆	☆	☆	☆

Skill Key

Technical – Adept at computers, softwares, tech-languages, hardwares, etc. Willing to pick up new skills in these areas.

Detail oriented –Ability to focus on the smallest parts of a project in order to notice errors, make changes, and remember important information.

Written Communication – Proficient in expressing ideas clearly and professionally through text (Emails, memos, etc.)

Interpersonal Communication – Proficient in expressing ideas clearly and professionally in conversation. Feels comfortable initiating discussion with associates at all levels of the business.

Customer Service – Patient, courteous, and eager to help. Understands customer needs. Sensitive to urgent issues. Ability to finish tasks quickly

Problem Solving – Ability to think outside of the box and develop unique solutions to problems. Works efficiently toward process improvement.

Creativity – Enjoys innovative application of ideas. Has an eye for design. Welcomes opportunities to showcase artistic thinking.

Initiative – Actively seeks new opportunities for growth, development, and leadership.

IT Academy

Position Information

- **Job ID:** C 24
- **Position Title:** Solutions Architecture Intern
- **Job Location:** Springfield, MA
- **Division:** EAWS
- **Department Name:** Solutions Architecture
- **Hiring Manager:** Sara Gladu

Meet the Manager!

Welcome to Architecture! Balancing today's solutions with tomorrow's needs.

Sara Gladu

Position Description

Solution Architecture is about providing consistent, disciplined, and standard approaches to how technology will be implemented, enabling us to move quickly in the marketplace.

Meet Last Year's Intern!

Kailyn Giroux

Intern Projects from Last Summer

- Testing for Algorithmic Underwriting
- Creating a presentation about Enterprise Architecture and the IT Operating Model
- Participating in and assisting Continuous Improvement Teams

Is this the right job for me? => Traits and skills to be successful in this position

Technologies to know

- Microsoft Office
- Basic Coding or Willing to learn Coding
- Basic Understanding of how to operate a computer

IT Academy

Job ID: C 24   **Position Title:** Solutions Architecture Intern

How important are these common workplace skills to the position?

Skill	1	2	3	4	5
Technical	⭐	⭐	⭐	⭐	⭐
Detail Oriented	⭐	⭐	⭐	⭐	☆
Written Communication	⭐	⭐	⭐	⭐	☆
Interpersonal Communication	⭐	⭐	⭐	☆	☆
Customer Service	⭐	⭐	☆	☆	☆
Problem Solving	⭐	⭐	⭐	⭐	☆
Creativity	⭐	⭐	☆	☆	☆
Initiative	⭐	⭐	⭐	⭐	☆

Skill Key

Technical – Adept at computers, softwares, tech-languages, hardwares, etc. Willing to pick up new skills in these areas.

Detail oriented –Ability to focus on the smallest parts of a project in order to notice errors, make changes, and remember important information.

Written Communication – Proficient in expressing ideas clearly and professionally through text (Emails, memos, etc.)

Interpersonal Communication – Proficient in expressing ideas clearly and professionally in conversation. Feels comfortable initiating discussion with associates at all levels of the business.

Customer Service – Patient, courteous, and eager to help. Understands customer needs. Sensitive to urgent issues. Ability to finish tasks quickly

Problem Solving – Ability to think outside of the box and develop unique solutions to problems. Works efficiently toward process improvement.

Creativity – Enjoys innovative application of ideas. Has an eye for design. Welcomes opportunities to showcase artistic thinking.

**Initiative** – Actively seeks new opportunities for growth, development, and leadership.

IT Academy

Position Information

- **Job ID:** C 25
- **Position Title:** Cloud Engineering Intern
- **Job Location:** Springfield
- **Business Division:** IT Operations
- **Department Name:** Enterprise & IT Infrastructure Services
- **Hiring Manager:** Rich Saunders
- **Intern Point People:** William Troy, Brenda Woods, Nick Tavares
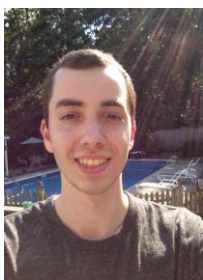
Meet the Manager!

Be ready for a challenge.
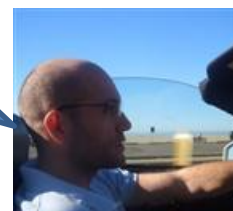
Rich Saunders

Position Description

Cloud Engineering encompasses the infrastructure/hosting and automation side of IT.

Meet Last Year's Interns!

Nick Ferris

Intern Projects from Last Summer

- Build out Billing and Cost Forecasting functions for the company's Amazon Web Services usage
- Build out a dashboard web page in HTML on IIS (Internet Information Server)
- Reallocate memory on HP blades in Data Center

Denny Tran

Intern Projects from Last Summer

- Develop a program to generate a metrics report of from Atlassian Jira boards.
- Assist in the development of the Cloud Decision Framework

Is this the right job for me? => Traits and skills to be successful in this position

Technologies to know

- Have at least a basic understanding of how servers operate.
- Be familiar with at least one programming/scripting language.
- Be able to write scripts and pick up new technologies quickly.

Job ID: C 25   **Position Title:** Cloud Engineering Intern

How important are these common workplace skills to the position?

Skill	1	2	3	4	5
Technical	⭐	⭐	⭐	⭐	⭐
Detail Oriented	⭐	⭐	⭐	⭐	
Written Communication	⭐	⭐	⭐		
Interpersonal Communication	⭐	⭐	⭐		
Customer Service	⭐				
Problem Solving	⭐	⭐	⭐	⭐	
Creativity	⭐	⭐			
Initiative	⭐	⭐	⭐	⭐	

Skill Key

Technical – Adept at computers, software, tech-languages, hardware, etc. Willing to pick up new skills in these areas.

Detail Oriented –Ability to focus on the smallest parts of a project in order to notice errors, make changes, and remember important information.

Written Communication – Proficient in expressing ideas clearly and professionally through text (Emails, memos, etc.)

Interpersonal Communication – Proficient in expressing ideas clearly and professionally in conversation. Feels comfortable initiating discussion with associates at all levels of the business.

Customer Service – Patient, courteous, and eager to help. Understands customer needs. Sensitive to urgent issues. Ability to finish tasks quickly

Problem Solving – Ability to think outside of the box and develop unique solutions to problems. Works efficiently toward process improvement.

Creativity – Enjoys innovative application of ideas. Has an eye for design. Welcomes opportunities to showcase artistic thinking.

Initiative – Actively seeks new opportunities for growth, development, and leadership.

MassMutual IT Academy
College Positions (High School Seniors and College Students)
Position Information

- **Job ID: C 26 & C 27**
- **Position Title:** IT Ops Intern
- **Job Location:** Springfield, MA
- **Division:** IT Operations
- **Department Name:** IT Application Support
- **Hiring Manager:** Vamsi Chavali
- **Intern Point People:** George Canapi

Meet the Manager!

Develop your talent and skills here on my team!

Vamsi Chavali

Position Description

This department helps support valuable applications for MassMutual through communication and technical skills.

Meet Last Year's Intern(s)!

Amber Makowski

Intern Projects from Last Summer

- Gather Metrics related to incidents to identify the best approach to resolve them.
- Automate the process of Collecting SM data and post these results on Team SharePoint
- Complete and Close team SM ticket requests

Is this the right job for me? => Traits and skills to be successful in this position

Technologies to Know

- Microsoft Excel
- Microsoft Word
- Microsoft Outlook

IT Academy

Job ID: C 26 & C27   **Position Title:** IT Ops Intern

How important are these common workplace skills to the position?

Skill	1	2	3	4	5
Technical	★	★	★	★	★
Detail Oriented	★	★	★	★	☆
Written Communication	★	★	★	☆	☆
Interpersonal Communication	★	★	★	☆	☆
Customer Service	★	★	☆	☆	☆
Problem Solving	★	★	★	★	★
Creativity	★	★	★	☆	☆
Initiative	★	★	★	★	☆

Skill Key

Technical – Adept at computers, softwares, tech-languages, hardwares, etc. Willing to pick up new skills in these areas.

Detail oriented –Ability to focus on the smallest parts of a project in order to notice errors, make changes, and remember important information.

Written Communication – Proficient in expressing ideas clearly and professionally through text (Emails, memos, etc.)

Interpersonal Communication – Proficient in expressing ideas clearly and professionally in conversation. Feels comfortable initiating discussion with associates at all levels of the business.

Customer Service – Patient, courteous, and eager to help. Understands customer needs. Sensitive to urgent issues. Ability to finish tasks quickly

Problem Solving – Ability to think outside of the box and develop unique solutions to problems. Works efficiently toward process improvement.

Creativity – Enjoys innovative application of ideas. Has an eye for design. Welcomes opportunities to showcase artistic thinking.
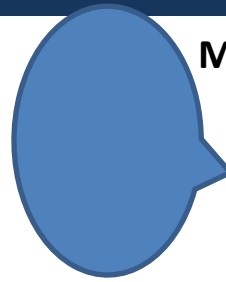
Initiative – Actively seeks new opportunities for growth, development, and leadership.

IT Academy

Position Information

- **Job ID: C 28**
- **Position Title:**
- **Job Location:** Springfield, MA
- **Division:**
- **Department Name:** Core Solutions Development
- **Hiring Manager:** Jennifer Stebbins
- **Intern Point People:**

Meet the Manager!

PLEASE CHECK BACK FOR A JOB DESCRIPTION ON 2/17

Organize and build knowledge library for department.

IT Academy