Position Information

- **Job ID:** H 01
- **Position Title:** Technology Showcase Intern (High School)
- **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 & Gerald Lee

Position Description

Support in hardware maintenance in the TECH Showcase (and storage area) – OS updates, app updates, etc...

Password maintenance for Showcase hardware.

Maintain TECH Showcase Box and Network libraries.

Support in event intake activities.

Inventory/asset management – labelling, scanning, tracking new and current assets in asset manager, maintaining basement storage.

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

Meet the Manager!

Irene Banks
**How important are these common workplace skills to the position?**

<table>
<thead>
<tr>
<th>Skill</th>
<th>1</th>
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**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.
MassMutual IT Academy
High School Positions (High School Sophomores and Juniors)

Position Information

- **Job ID:** H 02
- **Position Title:** Research & Development Junior Analyst (High School)
- **Job Location:** Springfield, MA
- **Business Unit:** Enterprise Architecture and Workplace Sol Dev
- **Department Name:** Workplace Solutions & Development
- **Hiring Manager:** Irene Banks
- **Intern Point People:** Payton Shubrick & Gerald Lee

Position Description

Support in hardware testing for R &D Lab activities. Report on current and potential technology trends. Participate in ideation sessions and support work intake activities. Assist with supporting meeting engagements via Sli.do logistics.

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

Meet the Manager!

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How important are these common workplace skills to the position?

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**Research** – Be able to find information needed to solve problems efficiently.
High School Positions (High School Sophomores and Juniors)

Position Information

- **Job ID:** H 03
- **Position Title:** Client Computing Jr 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

Technologies to know

- 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
## How important are these common workplace skills to the position?

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### Skill Key

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

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Position Information

- **Job ID:** H 04
- **Position Title:** Business Analyst Intern
- **Job Location:** Springfield, MA
- **Business Division:** Shared Delivery Services
- **Department Name:** Business Analysis
- **Hiring Manager:** Anne Llewellyn
- **Intern Point People:** Phil Brehart, Sara Taheri & Laura Meyer

**Position Description**

The BA intern position is a great introduction to what a Business Analyst (BA) does. You will learn about the role they play in gathering requirements and the tools that they use. You may not realize it but you provide requirements all the time (ever been a customer at a deli and ordered a sandwich?). As a BA intern, you will provide support to the Shared Delivery Services Business Analysis organization leveraging the tools and techniques that BAs use every day.

**Meet Last Year’s Interns!**

- Rachel LaFlamme
- Alesha Patterson
- Savannah Taylor

**Intern Projects from Last Summer**

- **Problem Solves**
  - Building Skills Matrix and Huddle Boards
  - Creating SWOT Analysis
  - Organizing BA SharePoint Site
- **BAU Projects**
  - EZ-App Forms Audit and Requirements Documentation
  - OPM System Errors-Requirement s Documentation
  - Process Confirms
- **Peer Reviews**
- **Visual Management**

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

**Technologies to know**

- Basic knowledge of Microsoft Office tools: Word, Excel, Visio
- Basic SharePoint knowledge
- Willingness to learn and grasp on to new opportunities
Job ID: H 04  Position Title: Business Analyst Intern

How important are these common workplace skills to the position?

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High School Positions (High School Sophomores and Juniors)

**Position Information**

- **Job ID:** H 05, H 06
- **Position Title:** Fulfillment Team Intern
- **Job Location:** Springfield, MA
- **Business Unit:** ETO
- **Department Name:** Fulfillment
- **Hiring Manager:** Jamie Beebe
- **Intern Point People:** James Cloutier

**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 Acquisition
- 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
Job ID:  H05, H06  

Position Title:  Fulfillment Team Intern

How important are these common workplace skills to the position?

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Position Information

- **Job ID:** H 07
- **Position Title:** IT Hardware Asset Analyst
- **Job Location:** Springfield, MA
- **Business Unit:** Enterprise & IT Infrastructure Services
- **Department Name:** ENTERPRISE TECH COMMUNICATION (S)
- **Hiring Manager:** Mary Blair
- **Intern Point People:** John Robitaille, Zig Skawski, Dan Frye

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 increase accuracy of IT hardware asset tracking data. This will improve our ability to charge back asset utilization to business areas, and improve metrics to drive increased device utilization throughout the lifecycle of end user computing devices.

Meet Last Year’s Intern!

- **Ivana Sosa**

Intern Projects from Last Summer

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

Meet the Manager!

- **Mary Blair**

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.
- Who knows? It’s an adventure.
How important are these common workplace skills to the position?

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Position Information

- **Job ID:** H 08
- **Position Title:** Network Support Intern
- **Job Location:** Springfield
- **Business Unit:** Enterprise & IT
- **Department Name:** Network Support
- **Hiring Manager:** Stephen Percy
- **Intern Point People:** Steve Bray

Position Description

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

Intern Projects from Last Summer

- Document SAN connections for SAN migration
- Run fiber cables for new switches
- Client access support for wired and wireless devices

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.)

Meet the Manager!

Stephen Percy

Continuous learning is continuous improvement!
How important are these common workplace skills to the position?

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Position Information

- **Job ID:** H 09, H 10
- **Position Title:** Records Specialist Intern
- **Job Location:** Springfield, MA
- **Division:** Core Solutions Development & IT Ops
- **Department Name:** Enterprise and IT Infrastructure
- **Hiring Manager:** Donna Epstein
- **Intern Point People:** Christine Lachtara, Kevin Thompson

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).

As a Records Specialist 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, respond to requests for information from internal and external clients, and help inventory, classify and index records for a range of operational and strategic areas. Through event organization, you’ll assist the OIG Team in outreach and communications to clients about records management policies and procedures.

Records management is often closely related to knowledge, information and data management, as well as information compliance (data protection and freedom of information), archival and library sciences.

Meet Last Year’s Interns!

Intern Projects from Last Summer

- Not in Good Order Corporate Box Records
- Design of our team’s MX pages
- Project Coordination
- Corporate Box Quality Check
- Event Organization

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.
How important are these common workplace skills to the position?

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MassMutual IT Academy
High School Positions (High School Sophomores and Juniors)

Position Information

- **Job ID:** H 11
- **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

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: H 11  
Position Title: IT Academy Digital Media Intern

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Position Information

- **Job ID:** H 12
- **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

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?

- 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: H 12  

Position Title: Office of Enterprise Resilience Consultant

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Position Information

- **Job ID:** H 14, H15, H16
- **Position Title:** Portfolio Analyst
- **Job Location:** Enfield, CT
- **Business Unit:** Retirement Services
- **Department Name:** Account Management
- **Hiring Manager:** Bill Watson
- **Intern Point People:** N/A

Meet the Manager!

Thank you for all the work you have done and will do.

Bill Watson

Position Description

As a part of our team, you will serve a variety of roles to support planning activities across Retirement Services. This includes working with financial worksheets, building reports to track progress of projects, and facilitating team meetings. All of our work demonstrates how an IT organization plans, resources, and monitors projects.

Meet Last Year’s Interns!

Intern Projects from Last Summer

- Content Loading on Site Core
- Contractor Actuals Reports
- BA Demand Capacity Matrix

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

Technologies to know

- **Excel** - be able to utilize basic excel formulas to synthesize data from multiple portfolios, be able to visually represent data from financial reports, be able to transfer raw data into pre-existing spreadsheets
- **Share point** - be able to navigate Share point and upload/update portfolios, be able to run software to obtain raw data for reports
**Job ID:** H14, H15, H16  
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Position Information

- **Job ID:** H 17
- **Position Title:** e4 Intern
- **Job Location:** Enfield, CT
- **Business Unit:** MassMutual Technology
- **Department Name:** IT Operations
- **Hiring Manager:** Bill Galica
- **Intern Point People:** N/A

Position Description

Provide support for the Electronic Enhanced Enrollment Experience (e4) wireless 401k enrollment systems at MassMutual.

**Intern Projects from Last Summer**

- Upgraded laptop VM Ware & Server Software
- Updated the e4 User Manual
- Moved Software distribution from CDs to Thumb Drives

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

**Technologies to know**

- VM Ware and Server Software
- Microsoft Suite
Job ID: H17  

Position Title: e4 Intern

How important are these common workplace skills to the position?

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Position Information

- **Job ID:** H 18
- **Position Title:** Fulfillment Intern
- **Job Location:** Enfield
- **Business Unit:** ETO
- **Department Name:** Fulfillment
- **Hiring Manager:** Jamie Beebe
- **Intern Point People:** Eric Van Ness

Position Description

Brief Statement: The Fulfillment team is Level 3 desktop support, meaning we support the hardware needs of our customers (home office employees, field agents and other MM affiliates). We deliver quality resolutions for our customers.

Intern Projects from Last Summer

- Metlife Acquisition
- 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
How important are these common workplace skills to the position?

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**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.