

2025 NYC SUMMER INTERNSHIP PROGRAM

PARKS & RECREATION-001

Contact: Leslie Nusblatt
Phone: (212) 360-8212
Fax: (212) 360-8263
Email: Leslie.Nusblatt@parks.nyc.gov

AGENCY DESCRIPTION

The New York City Department of Parks & Recreation manages 14 percent of the land in New York City with facilities ranging from playgrounds and large parks, to tranquil wooded areas and more than 14 miles of beaches. Parks serve as New Yorkers' backyards, as vital meeting areas for outdoor play and recreation – but also as an important tool in mitigating the effects of climate change, critical engines for economic growth and development.

NYC Parks' mission is to grow, maintain, and program a world-class park system prioritizing equity, access, safety, and nature.

Highlights of Parks' work over the last year include:

- Launching the Vital Parks for All plan, an initial investment of over \$3.2 billion across ten strategic initiatives to expand greenspace access, promote public safety, and engage New Yorkers in the stewardship of their local parks. Vital Parks for All delivers a plan to restore aging park facilities, bring new park resources where they are needed most, and empower New Yorkers with the data they need to advocate for their public greenspaces. This included the creation of the Vital Parks Explorer, a digital map that provides New Yorkers with data on park conditions to help them advocate for strategic investments and show how their parks compare to other communities across NYC.

- Joining Mayor Adams to launch “Let’s Swim NYC,” a more than \$1 billion capital investment in building, improving, and protecting New York City’s public pools over the course of five years. This funding marks the city’s highest investment in swimming infrastructure since the 1970s and includes two brand-new pools.

- Keeping New Yorkers healthy in the face of extreme heat by planting nearly 18,000 new trees, our highest tree planting total in the past six fiscal years — with a special focus on neighborhoods impacted by high heat vulnerability.

- Deploying additional “second shift” maintenance services to approximately 100 hot spots throughout the five boroughs, giving extra cleaning attention to the sites that most needed it. We also unveiled special trash receptacles designed specifically for pizza boxes, giving New Yorkers a place to dispose of their bulky boxes while limiting the food available to rodents.

- Helping visitors enjoy our greenspaces more comfortably by installing new baby changing tables in over 1,200 restrooms citywide, while also launching an ambitious initiative to build 46 new restrooms and renovate 36 existing restrooms throughout the five boroughs.

The work of our staff goes far beyond the maintenance of New York City’s nearly 30,000 acres and more than 2.5 million trees. Parks is the City’s leading programmer of cultural, athletic, and social activities, including nature walks, volunteer programs, sports clinics, historic house tours, and much more. In addition, Parks produces special events, concerts and movie premieres, and manages agreements with more than 300 businesses that operate on public parkland.

UNIT DESCRIPTION

The Capital Projects Division is responsible for managing the workflows and data associated with thousands of active and completed projects across NYC Parks. Within this division, the Capital Integrated Data Solutions (IDS) team plays a critical role in maintaining and enhancing project management systems and tools. IDS supports users through a robust helpdesk system, prioritizing technical support requests, and ensuring smooth operations for project management applications such as Oracle Primavera Unifier. The unit also focuses on optimizing processes and developing tools, including dashboards and internal systems like the Contract Book Generator, which enhance efficiency across the division.

POSITION TITLE

Helpdesk and Technical Support Intern

INTERNSHIP RESPONSIBILITIES

- Provide direct technical support: Respond to user inquiries, diagnose common hardware/software problems, and offer clear solutions.
- Create and update knowledge resources: Write technical documentation, troubleshooting guides, and knowledge base articles.
- Identify areas for improvement: Observe helpdesk processes, track recurring issues, and suggest optimizations.
- Assist with software testing: Test new updates, patches, and features, documenting any issues found.
- Prioritize customer service: Maintain professionalism, patience, and strong communication skills when interacting with users.

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•Shadow experienced staff: Learn advanced techniques and gain deeper understanding through observation and mentorship.

QUALIFICATIONS/SPECIAL SKILLS/AREAS OF INTEREST

- Operating Systems: Familiarity with Windows and basic concepts of Linux.
- Helpdesk Software: Understanding the principles of ticketing systems (e.g., Zendesk, Zoho Desk, Help Scout).
- Networking Fundamentals: Knowledge of TCP/IP, DNS, and basic network troubleshooting tools.
- Data Tools: Proficiency in Microsoft Excel, and an introduction to SQL concepts would be beneficial.

ADDITIONAL INFORMATION

This person will work closely with the Unifier development and helpdesk teams to create and automate business processes and workflows. The intern will aid in developing reports and analysis.

APPLICATION PROCESS

Please email cover letter and resume to Leslie.Nusblatt@parks.nyc.gov