

# Wakefern Food Corporation

We have the following internship opportunity in the Computer Information Systems Division (CISD) for the summer of 2011.

## Retail Field Specialist (Edison, NJ)

CISD

This internship position is a great opportunity for a student majoring in Information Technology, or another related field to gain hands-on experience working with Wakefern's Computer Information Systems Division.

Taking direction from the Senior Retail Field Services Specialists, the Retail Field Services Specialist is responsible for task relating to the installation, training and support of multiple computer applications. As the primary interface/ liaison between stores, chain headquarters, product divisions and Retail Services, the Field Services Specialist provides first line support in diagnosing and correcting end-user computer problems.

### Responsibilities are inclusive of but not limited to:

- Assists the Retail Project Testing Team with the coordination of testing new hardware/ software, completes the certification and implementation of new software or updates and creates and maintains test scripts for each application used
- Works with service vendors to install hardware/software or correct hardware/ software issues
- Program coding, testing and debugging
- Program/ Project testing (including test data development)
- Troubleshoot system problems on site and/or telephone
- Job control and operating instruction preparation
- Project implementation and follow-up
- Prepares and maintains user manuals for base training
- Compliance with departmental standards, procedures and policies
- Ongoing completion of educational and professional development courses
- Establish and maintain appropriate working relationships with CISD staff members, operating personnel, customers and vendor representatives in order to carry out this function

### To be considered a candidate must meet the minimum qualifications of the position:

- Must be at least 18 years old
- Must have completed 24 college credits with a 2.9 cumulative GPA or better
- Must be currently enrolled in undergraduate or graduate school for fall of 2011
- Successful completion of a substance abuse test and background check required
- Strong MS Office skills (Excel, Word and PowerPoint required. Knowledge of Lotus Notes and Access a plus.)
- Valid driver's license and flexibility with regard to travel required
- Strong interpersonal, analytical and customer service skills with the ability to multitask and manage time effectively
- Excellent communication skills (written, oral and presentation)
- Ability to exhibit proper business etiquette when dealing with all levels of the organization
- Previous work experience in a retail environment is beneficial

### **RESUMES MUST BE RECEIVED NO LATER THAN MARCH 25, 2011**

Please submit your resume through [www.shoprite.com](http://www.shoprite.com) or [www.wakefern.com](http://www.wakefern.com) for consideration.  
Additional inquiries can be sent to [InternshipRecruiter@wakefern.com](mailto:InternshipRecruiter@wakefern.com)

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