

## COMMUNICATION TOOLS INTERN

### DUTIES & RESPONSIBILITIES:

- Supports the Communication Tools Team by facilitating content, application, and security needs of departments and employees on SWALife (intranet) and Connections (Enterprise Social Network).
- Assists with training users in Connections and applying governing standards.
- Provides insight and analysis for collaborative content using metrics.
- Assists in global moderation of Connections environment and community creation.
- Administer user ID's and security set-up for our communication tools.
- Assists with testing changes in various environments as part of a release cycle.

### BASIC QUALIFICATIONS:

- High School Diploma, GED or equivalent education required.
- Must be at least 18 years of age.
- Must have authorization to work in the United States as defined by the Immigration Reform Act of 1986.

### EDUCATION:

- Progress toward degree with major/minor in **Management Information Systems, Business, Communications, or equivalent required.**
- Minimum junior status or above (60+ credits).
- To be eligible, must be currently enrolled as a full-time student (minimum 12 credit hours).
- Maintained 2.75 or above cumulative GPA.

### EXPERIENCE/SKILLS & ABILITIES:

- College-level courses in Web design, or HTML desirable.
- Part-time jobs or previous internships preferred.
- Experience in gathering and analyzing requirements is preferred.
- Use of IBM WCM, Portal, and Connections software is beneficial.
- Familiarity with Collaboration tools or Enterprise Social Networks desirable.
- Ability to work independently and the willingness to function as a part of a Team.
- Must possess basic analytical and trouble-shooting skills.

- Ability to organize and prioritize workload effectively.
- Ability to coordinate multiple tasks and respond to requests for service in a timely manner.
- Excellent verbal and written communication skills.

**PLEASE BE PREPARED TO PROVIDE THE FOLLOWING INFORMATION (IF REQUESTED):**

- Resume.
- Unofficial transcript.
- “Why Southwest Airlines” essay (Length determined by author).
- Letters of Recommendation.

**TIME COMMITMENT:**

- Full time/ 40 hours per week

**PAY:**

- \$12.00 + flight privileges

***This Internship is located in Dallas, Texas at the Southwest Airlines Headquarters building.***

**All Students must apply online at [www.southwest.com/careers](http://www.southwest.com/careers).**

*Southwest Airlines is an Equal Opportunity Employer of women, minorities, qualified disabled, and covered veterans. Qualified applicants will receive consideration for employment and will not be discriminated against on the basis of disability, veteran status, sexual orientation, gender identity, or other legally protected status.*

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