Intern Program Introduction

Forthright is offering a paid 4-week internship, which includes a $300 per week salary, that is subject to taxes and withholdings. Participating Interns will be classified as part time employees while in the program but with no type of benefits (health insurance, etc.). Interns will work less than 30-hour weeks to ensure ongoing schooling items are not affected. Interns will also compete for an extended internship adding an additional 12 weeks. Interns who complete the 16-week program compete for a full-time job opportunity at Forthright.

Goals for Forthright

- Create or find new talent in a cost-effective manner.
- Host 20-25 Interns per year across 2-3, 16-week sessions.
- Out of those interns, find resources that excel in our Forthright culture and working environment and at programs ending, offer a full-time position.
    - Interns will have the opportunity to perform existing positions.
    - Interns will have the opportunity to become part of a new group with skills and innovative ideas to deliver solutions on Google Cloud Platform.
- During the program, Interns will help staff, provide back for our staff, and Forthright agrees to pay for certification exams, first try only.

Goals for Intern

- Compete to earn a spot in a long-term intern program and ultimately a career with Forthright (First 4 Weeks).
- Learn, receive training, and participate in the following over a 16-week period. (Weeks 5-16, See Below).
- Build Skills to earn a competitive spot as a new hire at Forthright.
- Earn Citrix and/or Google Certifications (GCP Architect Certification, Most valuable high paying certification available).

Week 1: Learn and shadow Service Desk Operations
- Trouble Tickets
- Service Requests
- Change Control
- Reporting

Week 2: Learn and shadow Help Desk Operations
- Monitoring
- Troubleshooting
- Incident Management
- SLA Prioritization
- Escalation Events

- Reporting
- Manager Workstream
- Documentation & SOP's

Weeks 3-4: Gain work experience
- Participate in Service Desk Work Shifts
- Leverage & Exercise the above skills
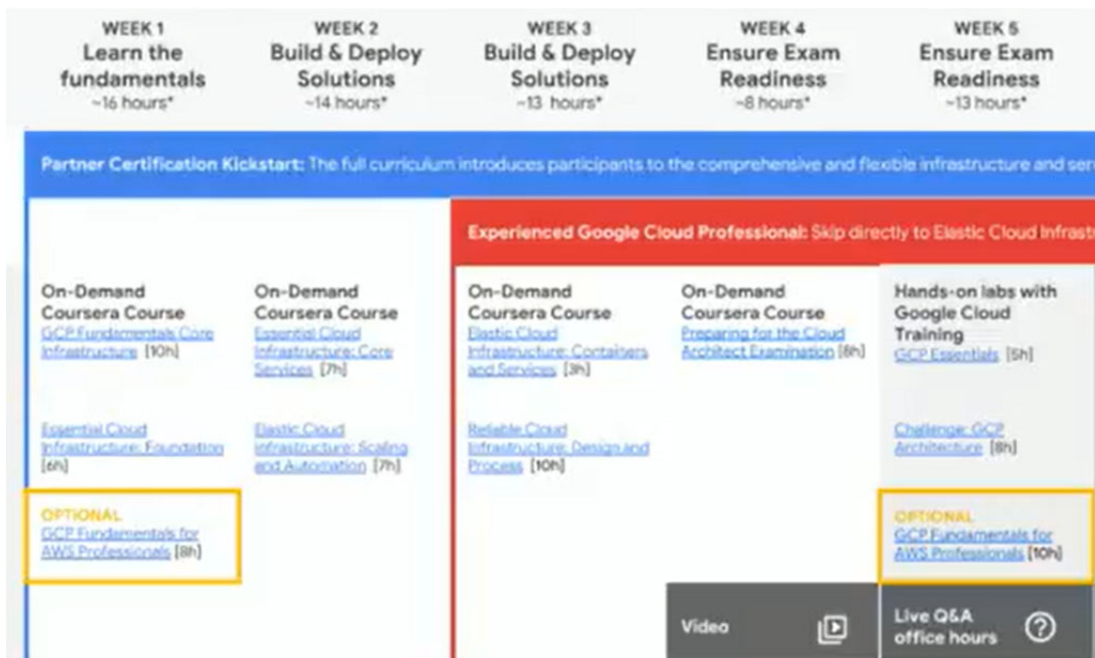
Extended Intern program (Invitation only):

Weeks 5-6: Learn and Shadow Professional Services
- Project Management
- Research & Documentation
- Design & Provisioning
- Advise Workstream
- Build Workstream

Weeks 6-16: Training you will have access to:
- Google Cloud Training & Labs
- Itopia Provisioning Training
- Citrix Cloud Training

Google CGP Training and Lab Timeline:

NOTE: According to Global Knowledge, the GCP Architect certification was rated as the #1 paying / Valuable IT certification in the market place.

Tools Interns will learn:
- Week 2: Autotask PSA
- Week 3: Microsoft Teams (Collaboration), SharePoint (Collaboration)
- Week 4: Continuum (Monitoring & Help Desk Tools), Backup & Disaster Recover Tools)
- Week 5: ITGlue (Documentation Tool)

Activities you can participate in (Invitation only):
- After Week 3
  - Daily Stand Up Meetings for Professional Services Team
  - Change Advisory Board Meetings (CAB's)

- After Week 5
  - Project Status Meetings
  - Lunch & Learn Sessions

- After Week 6
  - Innovation Fridays
  - Innovation Jam Sessions (Meet Ups)

- After Week 8
  - Certification Based Training
  - Research or Development Projects

- After Week 10
  - Production Projects

NOTE: Please refer all questions regarding the Forthright Intern Program to:

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IT Operations Manager	Chief Operating Officer
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Links to Learn more about Forthright:

- **Culture:**
  http://www.forthright.com/about/our-culture/

- **History:**
  https://www.crn.com/news/channel-programs/300079391/time-for-a-name-change-msp-synergy-becomes-forthright.htm

- **How we help our clients with Digital Transformations:**

  As back to back Citrix Innovation Award Finalist, Forthright Technology Partners takes a different approach to IT. One founded in expertise, best practices, and a commitment to honesty, integrity, and providing value to their customers. Working with Royal Caribbean Cruise Line, Forthright architected and deployed a global application delivery solution that enabled RCCL to deliver an exceptional customer experience – from booking, to cruising, to planning the next vacation – all powered by Forthright's solution.-
  https://www.youtube.com/watch?v=Tu8BallFDLs

- **How to have fun while educating prospects about our solutions, Products, and Vendor Partners.**
  a. http://www.prweb.com/releases/2018/05/prweb15470481.htm
  b. https://vimeo.com/forthright
  c. https://www.linkedin.com/company/forthright-technology-partners/?viewAsMember=true