



Summer 2017 novi AMS Internship Application

For the summer 2017 semester, please submit this application along with your resume and cover letter to careers@ilsnetwork.com by April 18th. If selected for further interviewing, you will be contacted to complete an in person or over the phone interview.

About novi AMS

novi AMS is a SaaS (software as a service) association management software that meets the needs of all types of associations, created by the team behind iLS network. From cleaning up data in a membership database to helping easily organize events and communicate with members, novi AMS helps clients manage day-to-day operations of their association. We believe that associations shouldn't have to use workarounds to get their AMS to work for them, it should "just work."

We take a fundamentally different approach in our quest to become the industry-standard Association Management System. Our development team works side-by-side with association executives to ensure that our software is simpler and smarter. As the only AMS created by associations, for associations, our clients don't just give us feedback and requests; they play an integral part in helping us bring our digital products to life.

Our culture is also different. We are a team of self-motivated, talented and creative people who are passionate about building great solutions, love to challenge the status quo and each other, have a desire to learn, and always aim to amaze customers by doing little things that make a big difference. We are inspired by new problems that need solutions and measure our success by the "WOW!" moments when we find them. We're flexible, collaborative, and every member of our team plays a role in changing the AMS game.

About the Internship

Internship Location

The company office is in Orlando, FL. The internship may be completed remotely from Gainesville, FL.

Ideal Intern Attributes

The ideal intern should:

- Have completed sophomore year OR have at least 48 credit hours as of Summer 2017
- Be self-motivated to learn and experience
- Enjoy working as and contributing to a team
- Possess a creative passion for diving into problems and being analytical to find solutions
- Enjoy working with clients and have knowledge of basic customer service
- Have an inclination to become technical-minded



- Want to learn the ins and outs of the non-development side of software

Internship Responsibilities

The intern will:

- Work closely with the team, but with individual tasks and projects - self-motivation is a must.
- Learn the inner workings of AMS software and association needs.
- Learn best practices of customer support and using analytical methods to find solutions.
- Assist with content creation and editing on client websites.
- Read through and analyze website error logs to find ways to help customers.
- Use analytical skills to help clients (and the team) make decisions.
- Learn how to train clients on using the software for their specific needs.
- Learn how to work with clients to normalize data in preparation for an import into novi AMS.
- Learn how to dive into Google Analytics to find new marketing channels.
- Learn how to consult clients on best practices given their specific business requirements.
- Be able to choose an interest area to work in that will fit his or her specific interests.

Internship Application Questions

Please answer the following questions in 500 words or less.

1. What is the most creative presentation you have ever completed or been a part of? Please provide as much detail as possible and provide a link if possible.
2. Do you have a minor or concentration? If so, what is it and why did you choose it? How do you anticipate that it will help you in a future career? If not, what is something you are involved in outside of your major that will further your future career?
3. Please tell us about an extracurricular activity that you devote a significant amount of time to and how you have made an impact in that organization.
4. Please provide links to or attach 2-3 writing examples. Published content preferred, but we are interested in seeing anything you are most proud of: blog posts, projects, essays, etc.
5. Do you consider yourself self-motivated? Please give an example of a time where you had to work on your own to achieve something.



6. Why and how did you choose your major? After graduation, do you hope to work at a job specific to your major or is it a stepping stone to a different goal (example: law school)?
7. What computer programs are you using the most in your day-to-day work? Explain how familiar you are with programs like Excel, photo editing software, and anything else that you use regularly.
8. What class have you taken that stuck out to you the most and why? What was your "Aha" moment of realizing that you were thoroughly interested in what you were learning?
9. This internship will provide you with the opportunity to choose an interest area that will give you experience in your desired areas.

The first interest area is that of a Community Manager role. It is geared toward a quick-thinking, personable, non-technical person who will focus on client success using novi AMS, support, training, acquisition, and more.

The second is a Digital Strategist role. It is geared toward someone who wants to learn the non-developer technical side of working with software who will learn how to analyze data, find solutions for errors, dig into analytics and eventually learn to consult with clients on their business needs.

Which interest area would you prefer and why?

10. Please list 2 references and briefly explain why you chose them as your references.