

Empact Work

Intern, Tech and Systems

Do you love figuring out how things work, solving problems, and making systems run more smoothly? Are you excited by the idea of helping organizations operate more efficiently so teams can focus on what really matters?

If so, we want to hear from you!

About the Organization

Empact helps teams and leaders build workplaces where people actually love to work. We focus on systems, culture, and experiences that let employees do their best work and make work feel less like a grind. We partner with companies to create people-centered strategies, tools, and processes that boost performance, engagement, and impact without burning people out.

For more information on Empact, please visit www.empactwork.com.

About the Organizational Structure

The Tech & Systems Intern will help Empact strengthen and scale its operational and client-facing systems by refining internal tools, automations, and data processes. This includes continuing development of the Empact Portal, updating surveys, improving the usability of the Empact Insights App, and testing workflow automations that make client and internal data easier to access, accurate, and actionable. **Clients will experience seamless, accurate, and visually clear data that strengthens their experience and positions Empact to thrive.** Without this role, scaling systems, capturing insights, and finalizing platform updates would be slower and more cumbersome.

Job Level: Intern-level, contributing to operations and system improvements under the guidance of the Manager of Operations.

Reporting & Collaboration

- **Direct Manager:** Manager of Operations
- **Collaboration:** Works closely with the Operations team (particularly Karen) and collaborates with the Client Services team for system testing and feedback.

Responsible For: Spend your time on these Inputs

50% System Refinement & Improvement (Primary Focus)

Focus on improving **one core system** (for example, portal workflows, the survey process, or a data tracking tool). Identify friction points, refine usability, and strengthen how the system supports team workflows.

25% Automation & Workflow Optimization

Design and implement **1–2 small automations** to streamline internal processes and improve data flow across tools, such as Microsoft 365, Monday.com, and Airtable.

15% Documentation & Knowledge Capture

Create clear SOPs, process maps, and guides to ensure systems and workflows are consistent, scalable, and easy for the team to use.

10% Troubleshooting & Team Support

Partner with the Manager of Operations to troubleshoot issues as they arise and gather feedback to inform system improvements.

Accountable For	Model Our Orientations	Autonomy & Decision Making	Competencies (Skills & Knowledge)
<ul style="list-style-type: none"> • Completion of portal and survey updates started in earlier development work. • Implementation of 3–4 automated workflows or redesigned processes that improve efficiency. • Delivery of 1–2 usability or visual design improvements to the Empact Insights App that enhance its market readiness. • Clear, actionable SOPs for tested workflows and automations. 	<ul style="list-style-type: none"> • Solutions: Take initiative to troubleshoot, experiment, and solve workflow challenges. • Learning: Be curious, try new tools and methods, and adapt based on feedback. • Courage: Ask questions and propose better ways to connect systems or display data. • Inclusion: Collaborate with team members and honor their input when designing processes. • Relationship: Communicate clearly and ensure colleagues can easily understand and use updated workflows. 	<ul style="list-style-type: none"> • Decide, test, and propose improvements for workflows. • Elevate findings and recommendations to the Manager of Operations for implementation. • Suggest functional or user experience improvements for systems and data tools. 	<p>You should be good at: Learning new software quickly.</p> <ul style="list-style-type: none"> • Problem-solving and process thinking • Improving user experience (UX) and ease of use <p>You should know or be ready to learn about:</p> <ul style="list-style-type: none"> • Microsoft 365, Airtable, Monday.com, or similar tools • Basic API/webhook concepts • Low-code automation platforms like Power Automate or Make.com • User testing and interface design basics
<p>If you have capacity or interest, you may also:</p> <ul style="list-style-type: none"> • Improve portal or Insights App features for usability and client experience. • Build simple dashboards, visualizations, or automated reports to track data and efficiency. • Map workflows, optimize processes, or suggest system improvements. • Create templates, guides, or documentation to make systems easier to use and scale. 			

How to Apply:

Submit your resume and a short cover letter that helps us understand who you are and why you'd like to intern with Empact. For questions about this position, contact **Nautrie Jones** at nautrie@empact.work. The hiring process includes one interview and an opportunity to meet our COO and Manager of Operations.

Benefits and Compensation:

- **Duration:** 10 weeks, Spring 2026
- **Stipend:** \$1,800
- **Hours:** ~10 hrs/week

This position is a collaboration with the Institute for Leadership and Social Impact (ILSI) at Georgia Tech. The student selected for this position will receive a Social Impact Fellowship from ILSI in the amount of \$1,800 upon verification of their eligibility for a scholarship with the Financial Aid office. Students are expected to work 10 hours a week for 10 weeks. Students need to be enrolled full-time. ILSI will handle onboarding and the payment process, and Fellows are expected to complete deliverables about their experience.