

# INTERNSHIP PROGRAM

## Department Information Sheet

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**Department: Information Technology  
(Corporate)**

### **About the Department:**

The Information Technology Department plays two main roles in the organisation. Firstly, it provides internal support for the information and communication systems used to run day to day operations. Secondly, it plays a strategic role in the planning and execution of projects intended to benefit from opportunities brought by advances in the IT industry. The most common support activities are Helpdesk IT support, Website development, Systems Administration and Software maintenance. Current technology trends that have projects in planning or execution stage include virtualisation, use of multimedia in education, software development for mobile platforms, business intelligence and network security.

### **Possible duties of an intern:**

- Helpdesk IT Support (telephone and in-person support to staff, troubleshooting of hardware, software, networking, information and communication systems)
- Website maintenance and development
- Systems Administration (e.g. backups, network monitoring, server maintenance, etc)
- Software maintenance (e.g. .NET, PHP, SQL Server, MySQL)
- Systems Analysis / Design
- Documentation
- Software Development
- Production of learning resources (e.g. web screencasts, podcasts, etc)

Note: the specific duties would depend on the intern's prior experience.

### **Personal skills:**

In addition we ask that students applying for an internship possess:

- Organisational skills
- Attention to detail
- Computer skills
- Strong interpersonal skills and flexibility
- Ability to work as a member of a team
- Good oral and written communication skills
- Good listening, reading and comprehension skills

- Ability to think outside the square
- Creativity

### **Company expectations**

Interns are expected to:

- Be punctual
- Dress appropriately
- Follow instructions from supervisor

### **Outcome from internship**

Interns will be given the opportunity to experience working in the Information Technology Department of a company and (possibly) to participate on a specific project.

**IMPORTANT: The information contained in this Information Sheet is of a general nature. The work done and duties are for guidance only and are likely to vary from company to company.**