



Homeless Healthcare

Desktop Support Engineer Intern

Basics

Intern Role:	Desktop Support Engineer Intern
Organisation:	Homeless Healthcare
Location:	Perth metro (local) - Highgate
Timeframe:	Semester 1 (February - May)
Police check:	Yes
Intl. police check:	No
Working with children:	No
NDIS check:	No
Vaccination:	No
Regional travel:	No

Other requirements:

Ability to get to Highgate office either by car or public transport.

Details

Role Description:

Homeless Healthcare is a not-for-profit organisation that aims to advance and promote the health of people experiencing homelessness and marginalisation. We are seeking a suitably experienced person for a desktop support engineer intern role, as we begin a major project to enhance our cyber security posture.

The Role

Provide onsite support to a Windows 10/11 environment with Microsoft Azure and Office 365.

Work collaboratively with senior colleagues to resolve more complex issues.

Support of Microsoft Office and other desktop applications used in a teaching environment.

Provisioning and roll out of new equipment.

Diagnose and organise repair replacement of faulty equipment.

Manage user access via MS Active Directory and Azure, ensuring MFA is deployed wherever possible.

Under the supervision of a senior colleague work systematically with the Essential 8 framework from the Australian Cyber Security Center, implementing recommended settings and processes.

Key duties/accountability:

- Familiarise yourself with your host organisation, its vision, purpose, services, the communities it serves and the problems or opportunities it seeks to address
- With your supervisor, familiarise yourself with your host organisation's policies, procedures, and any other guiding documents relevant to your role (e.g. data storage policies, privacy policies)
- With your supervisor, gain a thorough understanding of your role and how your work will contribute to the organisation and its communities
- Develop a plan for improving the organisation's IT and data management systems, including scope, objectives, and a clear timeline of tasks and deadlines
- Execute the plan, including:
 - Reviewing organisational policies, procedures, and manuals relevant to IT and data management
 - Liaising with relevant staff and board members who may contribute to, or be impacted by, IT and data systems
 - Identifying the issues currently experienced by the organisation in relation to IT and data systems
 - Investigating possible solutions for the issues identified
 - Updating/cleaning data in the organisation's database
 - Working with relevant staff (e.g. IT staff, business systems analyst, operations manager), undertake work to improve the IT and data systems
- Develop a report detailing the work undertaken in improving the IT and data systems, the outcomes of it, and recommendations for next steps/future development
- If necessary, develop handover materials for a staff member or subsequent intern to continue the project into the next phase
- Report regularly to your supervisor on progress throughout

Responsibilities:

1. Information Technology

Activities:

1. Computer programming or coding
2. IT support
3. Using Microsoft Excel or similar program
4. Administration/organisational support

Other activities:**Technical experience:**

Microsoft Azure