Homeless Healthcare

Desktop Support Engineer Intern

My first day at Homeless Healthcare was truly positive. During a previous meeting, Alison, the CEO, gave me a thorough office tour and outlined my responsibilities. This made me feel comfortable and confident in the workspace. Meeting Chloe, a senior IT support specialist, and other staff members added to the welcoming atmosphere. Chloe elaborated on my duties, which include assisting her in ensuring the security of Homeless Healthcare's systems and addressing any technical issues for staff working remotely or in person. She also introduced me to technologies like Microsoft Intune, Threat Blocker, and Microsoft Admin Centre, which are used for device and application management, threat detection and prevention, and administering Microsoft services and products, respectively. Although these technologies were new to me, I was excited as they aligned with my learning objectives of developing and enhancing my technical and interpersonal skills by working alongside experienced colleagues. I aim to collaborate with them, seek their guidance and supervision, and prepare myself for future career opportunities.

Upon conducting research, I discovered that Homeless Healthcare is the sole organization in Western Australia providing primary healthcare services to people who are homeless or marginally housed. Their expertise lies in trauma-informed care, AOD (Alcohol and Other Drugs), and mental health. The organization's goal is to improve the health and well-being of people experiencing homelessness by offering essential health services, such as regular health check-ups and other medical services, in a safe and supportive environment. I firmly believe that everyone deserves access to basic healthcare and a safe place to call home. It was reassuring to find that Homeless Healthcare shares this belief and works tirelessly to provide essential healthcare services to people regardless of their circumstances. Although I cannot directly contribute to their healthcare services, I find satisfaction in knowing that my role as a Desktop Support Engineer will indirectly support their mission by enhancing the organization's IT infrastructure and safeguarding sensitive data, particularly medical records and information related to homeless individuals accessing their services.