



Information & Communications Technology INTERNSHIP PROGRAM

Information & Communications Technology (ICT) is a broad industry that covers any product or service that will store, manipulate, transmit, or receive information electronically.

Infrastructure: IT Maintenance

Provide technical support to computer users and troubleshoot any issues that may occur. May be involved in maintaining, installing and monitoring computer systems and programs. The ideal candidate is someone who has excellent interpersonal skills and an aptitude for working with computer processes and under pressure.

TASKS:

- Provide day-to-day operational support for computer users
- Troubleshoot and assist users who are experiencing any technical issues
- Assist in installation, configuration and maintenance of equipment, systems hardware/software and related infrastructure as required
- Consult teammates, manuals, and other documents to research and work towards solutions
- Collect and document interactions with users to log problems and solutions or to provide follow-up
- And more.... this role may overlap with other areas and is continuously evolving.

SKILLS NEEDED:

- Strong communication and interpersonal skills to work with diverse clientele
- Critical thinking, analytical skills and an aptitude for problem-solving
- The ability to adapt and embrace change in a variety of situations
- Some experience with Microsoft Windows OS, Office Suite, or similar systems considered an asset

CHARACTER OF STUDENT:

- Team-oriented and collaborative, able to work with variety of different people
- Willingness to continue learning, improve skills and stay updated with the latest technology trends and changes
- Self-starter who is able to follow directions and work independently
- Interest in efficiencies and processes or creative problem solving considered an asset

POSITION AVAILABLE DURING:

EXPECTED START DATE:

LOCATION: