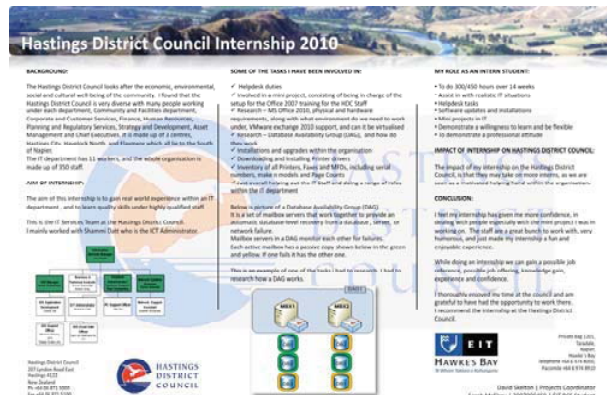


Hastings District Council – An IT Internship

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Abstract

This poster describes an Internship experience by an EIT Bachelor of Computing student engaged in a variety of IT tasks and roles at the Hastings District Council.

Keywords

Internship, Work Integrated Learning, Capstone Project

Introduction

The aim was to allow the internship student to assist the IT Department at the Hastings District Council in a wide range of IT tasks. These included:

- ✓ Helpdesk duties
- ✓ Involvement in a mini project, consisting of being in charge of the setup for the Office 2007 training for the HDC Staff
- ✓ Research – MS Office 2010, physical and hardware requirements, environmental requirements, VMware exchange 2010 support, virtualisation.
- ✓ Research – Database Availability Group (DAG), and how do they work
- ✓ Workstation and Operating System installations and upgrades within the organisation
- ✓ Downloading and Installing Printer drivers
- ✓ Collating an inventory of all Printers, Faxes and MFDs, including serial numbers, make, models and Page Counts.
- ✓ Assisting the IT Staff and doing a range of roles within the IT department

The intern assisted a wide range all employees at Hastings District Council and learnt customer relationship skills through these experiences.

The Role

- To work embedded at HDC for 300/450 hours over 14 weeks
- Assist in with realistic IT situations
- Helpdesk tasks
- Software updates and installations
- Mini projects in IT
- Demonstrate a willingness to learn and be flexible
- To demonstrate a professional attitude

The intern worked for 350 hours embedded in the HDC workplace from February, 2010 until June, 2010. 100 hours was set aside for the production of reports for EIT supervision.

Results (or Findings)

This internship was the first intern that Hastings District Council had undertaken in conjunction with the Eastern Institute of Technology. The IT Manager at HDC expressed satisfaction with the flexibility of the student to cope with a wide range of tasks, the adaptability to be rotated throughout the IT Department and the customer relationship skills displayed.

Conclusion

This internship experience was a valuable experience for the student proving that flexibility and soft skills are marketable qualities for the IT industry and internal IT departments.

Client feedback has been positive and EIT would expect further interns to be appointed at the Hastings District Council as a result of this successful experience.