

EIT Client Services – Help Desk Internship

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Abstract

This poster describes the internship provided at the Help Desk of EIT as part of the capstone project on the Bachelor of Computing Systems (BCS). The internship provided an opportunity for me to use the skills obtained during the previous five semesters at EIT and provided an opportunity to experience real world activities in the workplace. The poster describes the activities and tasks undertaken as part of the internship.

After completing the internship I was offered a fixed term contract at EIT as a help desk technician and I have since enrolled in a Graduate Diploma in Secondary Teaching. I aim to use the IT skills I have gained during my BCS studies to teach computing to high school students.

1. Introduction

Internships provide an opportunity for tertiary students to experience what life is like when they graduate and move into the workplace. The internship provides a cooperative education experience that allows a student to demonstrate what they have learnt and allows industry to evaluate a student's skills and potential for future employment (Gault, Leach & Duey, 2010).

This poster diagrammatically describes the typical tasks that were undertaken on the internship placement and provides a pictorial representation of how a typical medium to large organisation help desk operates.

2. Methodology

The internship consisted of a period of 12 weeks fulltime employment in a supervised environment. The internee was expected to behave in a professional manner and perform the duties that would normally be expected of a permanent staff member.

A reflective diary was kept detailing activities performed during the internship and on completion a report was produced that identified what both parties gained from the experience. A summary of the reflective report is included in the poster.

3. Results (or Findings)

Reflecting the findings of previous studies relating to internship effectiveness (Hergert, 2011, Rossa & Elechia, 2002), the internship gave me an insight into the operations

of a typical help desk set up and allowed me to experience a variety of IT specific tasks in a supervised and supportive environment. My supervisor provided advice and guidance and gained an extra pair of hands that over the period of the 10 weeks provided a resource that allowed the current help

desk staff to undertake a number of support technician tasks around the EIT campus.

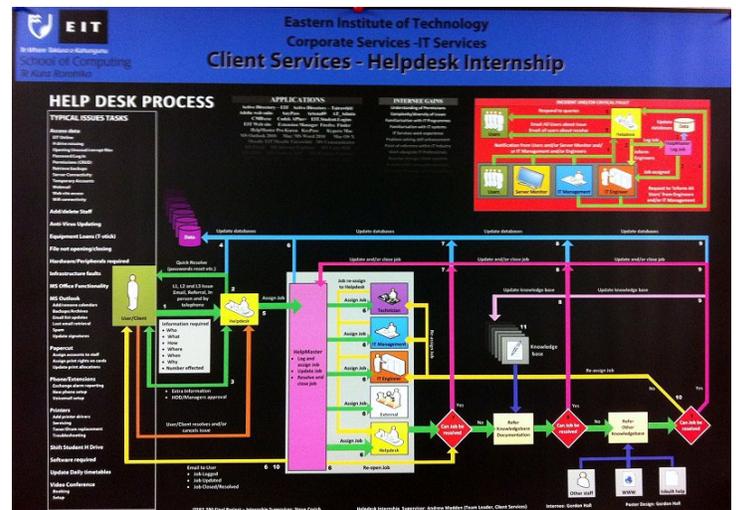


Figure 1: Thumbnail of poster

4. Conclusion

The internship at the EIT Help Desk provided a taste of what is in store after graduation and it allowed me to hone my problem solving skills while working with real customers. The fact that the internship led to an employment contract within the same organisation was an added bonus.

5. References

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This poster paper appeared at the 3rd annual conference of Computing and Information Technology Research and Education New Zealand (CITREZZ2012) incorporating the 25th Annual Conference of the National Advisory Committee on Computing Qualifications, Christchurch, New Zealand, October 8-10, 2012. Mike Lopez and Michael Verhaart, (Eds).