ABSTRACT
The poster shows the experience gained whilst fulfilling the role of a Desktop Support Technician at EIT IT Services. Following on from an internship at IT Services 2 years ago, Joe was employed full time as a Help Desk Technician. Whilst continuing to study he moved on to Desktop Support Technician and has recently accepted the position of Senior Mac Technician.

IT Services department provides support for the EIT infrastructure which includes hardware and software, network, telephony, business systems and applications. The main tasks at IT Services are to provide technical support for both Windows and Mac environments – this support involves resolving desktop issues, network connectivity, administration of users’ accounts, applications support, services support, deploying and imaging new hardware in single or multiple installments.

Keywords
IT Education, Co-operative Learning, Operating Systems

1. APPLE MAC
This section shows the student’s involvement in the Mac OS X systems imaging and deployment. This project was started from scratch; first 25 iMacs were purchased for deployment in a newly refurbished classroom designed to accommodate a new course ‘Certificate in Contemporary Music Performance’. The patch panel ports were connected to the switch as soon as the room was released by the builders. Then the machines were moved to the classroom and connected to the network. An image was already prepared and poised for deployment from the MAC server TARMAC01. The 25 computers were then booted to the network and imaged in one go; the process lasted 4 hours approximately.

2. DESKTOP SUPPORT TECHNICIAN
This section shows the tasks, responsibilities and skills required to perform the role of a Desktop Support Technician at EIT.

3. ITIL
In this section the student is showing the knowledge acquired whilst working and researching. One of the subjects that interested him was IT Infrastructure Library which is the industry standard framework for the provision and management of IT services. ITIL consists of 5 volumes in which guidelines and standards are set to be consulted and complied with by any IT service provider. The lifecycle phases are:
• Service Strategy
• Service Design
• Service Transition
• Service Operation
• Continual Service Improvement

The student focused on Service Operation of IT Services.

4. CONCLUSION
The internship at IT Services offered the student great experience in dealing with day-to-day IT support tasks, being exposed to new technologies and learning new skills.

5. REFERENCES