

Technical Support and Provisioning Rep Internship: NOW NZ LTD

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ABSTRACT

This poster has been created to demonstrate and show my internship experience at NOW NZ LTD has a Technical Support and Provisioning Rep. This internship has been carried out by Natasha Drew, a third year Bachelor of Computing Systems student at Eastern Institute of Technology in 2015. Natasha worked in the technical team of the company based in Onekawa, Napier. NOW is a great example of an emerging New Zealand company that delivers to the increasing national demand for internet services (Erturk & Fail, 2013). During Natasha's internship, she was given a mini project which involved developing and presenting a number of decision trees and charts. The poster shows an example chart and explains the process associated with this.

Keywords: IT Education, Co-operative Learning

1. INTRODUCTION

The degree undertaken by Natasha is the Bachelor of Computing Systems degree at the Eastern Institute of Technology. This degree requires a 45 credit internship or project in the last semester of the third year. This poster illustrates the experience of a technical support and provisioning rep at NOW NZ LTD. Natasha was required to sit with the technical team leader for a week before commencing to the phones. This was to prepare her for the internship experience.

2. WORK-INTEGRATED LEARNING

The poster shows some of the work that was undertaken and gives a clear idea of the experience overall at the internship at NOW NZ LTD. During this internship Natasha worked on a mini project with the company that enabled her to meet the requirements of the internship.

3. RESULTS AND CONCLUSION

This paid internship is a good example of one which resulted in an employment opportunity with the company (Soergel, 2015). Natasha accepted the offer and is employed as a technical support and provisioning rep at NOW NZ LTD. Natasha made a connection between the internship that specifically related back to skills learnt in past papers. These skills were necessary to undertake the internship and continue employment in the company. The internship was a successful experience for Natasha. The internship option in this degree proved to be the best choice for Natasha. She gained skills and knowledge necessary to continue employment at the company.

4. ACKNOWLEDGEMENTS

We would like to thank the industry sponsors Donna Fyfe and Geoff Wise for this interesting internship opportunity.

5. REFERENCES

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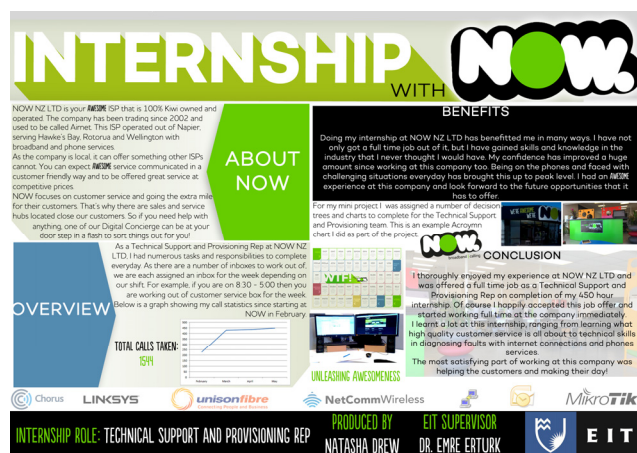


Figure 1. Image of the actual poster.

This poster appeared at the 6th annual conference of Computing and Information Technology Research and Education New Zealand (CITRENZ2015) and the 28th Annual Conference of the National Advisory Committee on Computing Qualifications, Queenstown, New Zealand, October 6-9, 2015. Michael Verhaart, Amit Sarkar, Rosemarie Tomlinson and Emre Erturk (Eds).