

# Alumni internship programme



ST ANDREW'S  
CATHEDRAL SCHOOL

## 1. Internship description

Company name

Location

Company description

Innessco is an IT Managed Service provider, specialising in the unique needs of small and mid-sized law firms. We take full responsibility for the comprehensive management of our clients' IT environments, which are built upon the Microsoft 365 and Windows 365 platforms. At Innessco, we're dedicated to being the sole point of contact for all IT concerns, providing dependable system performance, rapid helpdesk support, and the proactive implementation of security measures to safeguard sensitive data. Our team is trained and deeply attuned to the specific nuances of the legal industry, ensuring that we meet and exceed the technology demands of law firms.

## 2. Internship details

Start date February 2024

Finish date

Flexible in nature -  
can continue for the  
duration of your  
studies.

Number of days per week

Flexible

## 3. Duties and responsibilities

**Customer Support:** Provide exceptional support to clients by promptly and professionally handling support calls, emails, and requests.

**Issue Resolution:** Diagnose and troubleshoot technical issues reported by clients, ensuring timely and effective problem resolution.

**Collaborative Problem-Solving:** Work closely with the system administration team to resolve complex technical challenges, escalating issues when necessary.

**Documentation:** Maintain accurate and detailed records of customer interactions, issues, resolutions, and troubleshooting steps in our support system.

**Technical Assistance:** Offer guidance and assistance to clients on the use of IT systems, applications, and tools.

**Software Installation and Updates:** Assist with software installations, updates, and patches as required.

**Security Measures:** Assist in implementing and enforcing security measures to protect client data and IT systems.

**Client Communication:** Maintain clear and effective communication with clients throughout the support process, ensuring they are informed about the progress of issue resolution.

ABN: 34 429 367 893

CRICOS Registration: The Council of  
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#### 4. Desirable attributes

The ideal candidate will: \* Demonstrate excellent time management skills. \* Exhibit strong organizational abilities. \* Possess effective communication skills. \* Be actively pursuing a professional career, without necessarily focusing on an IT-specific path.

#### 5. Application process

Please prepare a resume as well as a covering letter stipulating your interest in the above internship and your suitability for this role.

Submit your application in a Word or PDF format to Richard Hansen, Alumni Relations Manager, via email at [alumni@sacs.edu.net.au](mailto:alumni@sacs.edu.net.au)

The resume should include:

- Any relevant work experience
- Current and past tertiary courses of study
- A minimum of two references (employment references are preferred but not essential)
- Contact details
- Availability for the role in 2023/2024.

Shortlisted candidates will be contacted by the host company.

Remuneration, timing and 2023 commencement date for the internship will be negotiated directly between the successful candidate and host company. Please note the internship is first and foremost a learning experience. The benefits of the opportunity afforded to the intern will be considered in the remuneration.

**Applications close 31 October 2023**