IT Support – Practicum Placement Opportunity

The Human IT Company has a current opportunity to host an IT Student seeking an **unpaid** practicum placement as part of the IT Support, Network Administration, or other related certificates. Practicum periods should be of 140 hours or more; sorry, practicums of less than 4 weeks will not be considered.

IT Support practicum students will interact with clients and end-users, and perform tasks related to infrastructure support and maintenance on an ongoing and project basis. You should be a person who enjoys learning new things and solving problems. You should also be able to communicate in a clear and professional manner and interact well with other employees and clients.

The Human IT Company provides a supportive environment that is committed to lifelong learning, professional development, and putting people first. We'll show you the things you did not learn in class, show you what the trenches look like, and help you hone your skills to become a better IT support person.

Work hours can be adjusted to accommodate schedules across school semesters, and flexibility to allow for exams or changing school priorities can be discussed. This role would provide the best experience for students located in the Greater Vancouver area, who are able to accompany team members to customer locations, as well as working in our Vancouver office to properly immerse yourself in the technology.

Personal Qualifications

- Demonstrate respectful written and verbal communication skills
- Demonstrate attention to detail
- Ability to stay calm and polite in the face of tense customers and situations
- Ability to translate technical matters from geek-speak to lay terms in a respectful way
- Ability to multi-task, prioritize, and meet all the required deadlines and expectations
- Ability to work independently as well as part of a team

This role would best suit a recent computer support program graduate who is looking to get a start on their IT career, and expand their technical skill set. You should have a good understanding of the Wintel platform, as well as training or experience with most the following:

Technical Qualification

- Office 365 administration experience
- A+, Network+, or Security+ Certification
- MCITP, MCSE, MCSA or MCP certifications
- Experience with Microsoft server technologies incl AD
- Experience with Microsoft workstation technologies

- VPN
- Virus\ Malware Removal\ Tools
- Backups\ Disaster Recovery
- Hypervisor experience in either ESXi or Hyper-V (or both)
- Experience with remote support and management (RMM) tools
- Wireless knowledge

Next Steps

Those interested should email their resumes or company profiles in MS Word or Adobe PDF format to jobs@HumanITCompany.ca, and we will schedule an interview with selected applicants. Those with demonstrated experience in a customer service role will be prioritized. Please put 'IT Practicum' in the subject line. We thank all interested parties; however only selected applicants will be contacted. **No phone calls please**.

References will be required during the interview process and will be verified.

About The Human IT Company

The Human IT Company is a full-service technical support firm serving the Metro Vancouver area since 2007. Committed to business, we enable our customers to make better business decisions for their IT needs. Dedicated to social awareness, we strive to make the world a better place through cooperation, understanding and personal responsibility. Come visit us at www.HumanITCompany.ca and find out why we say that This Is The Way IT Should Be Done.