

## Practicum Student | IT

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**Location:** Vancouver

**Position Reports to:** Manager | IT

**Company Name:** Hunter Dickinson Services Inc.

**Position Summary:** This is approximately a 3 month contract position working with a variety of system and technologies, supporting internal clients in the day to day operations, solving challenging problems related to network and server enterprise computing systems. Also assisting and coordinating the rollout and training of new OS for 100+ users.

Through active participation ensure the Company's activities adhere to the **Responsible Mineral Development** philosophy. Implement, enforce and support the highest standards of health, safety & environmental management, local socio-economic interaction & corporate conduct.

### Key Result Areas & Specific Responsibilities:

#### **Helpdesk Support**

- Provide helpdesk assistance for internal clients;
- Maintain an up-to-date knowledge of new equipment, systems and programming techniques,
- Set up and maintain, desktops, laptops, and printers;
- Documentation of directory access permissions for review by directory and department managers;
- Trouble shoot, investigate new technologies, develop LAN and WAN network designs and make recommendations on improvements; and
- Assist in the rollout and training of Windows 7 & Office 2007 for internal clients (100+ users).

#### **Other**

- Participate and contribute in special projects and other related duties as required.

### Position Requirements:

#### *Qualifications, Skills & Experience.*

- Degree in Computer Science (completed or in progress);
- A strong understanding of desktop operating systems and applications
- 1-3 years experience; and
- Fluent in written and verbal English communication.

#### *Characteristics &/or Physical requirements.*

- Excellent interpersonal skills and customer service focused;
- Analytical mind, high aptitude for solving challenging technological problems; and
- Detail orientated.

#### *Bonus.*

- Specialized certification; A+, MCSE, etc...; and
- Experience working with SharePoint.