



# Student Internship Application Form

## USP IT Services

### 1. Internship Information

Please check the Internship Programme to which you are applying:

Conferencing   
  Staff Office   
  Student Office   
  Audio Visual   
  NOC   
  Outreach Commons (Walu Bay)

### 2. Personal Information

Name:	First Name	Surname	Student ID No.
Residential Address:			Phone contact:
Date of Birth:			Citizenship:

Special physical, medical or health needs:

Current Student Status:  
 Full time student                     
 Part time student                     
 Extension student

Academic program at USP (Majors):

Number of semesters to complete for before graduating:

Units enrolled in this semester (On campus & Extension):

1.	2.
3.	4.

### 3. Academic and Extracurricular Information

List below courses that you have completed that are relevant to the type of internship placements that you have applied for

1.	2.	3.	
4.	5.	6.	

List any previous employment or internship that is relevant to the type of internship for which you are applying

Please use the space below to provide any additional information that may assist your application

### 4. Resume:

Attach a current resume

### 5. Academic Transcripts:

Attach an academic transcript or grade report (You may obtain an unofficial transcript from Student Academic Services (SAS) or print a grade report from the web (SOLS, <http://www.student.usp.ac.fj/>)

### 6. Signature:

I certify that all the information I have provided on this application is correct.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Closing date: 4pm, Friday 17<sup>th</sup> February, 2023**

Please turn over for application checklist, brief job description and base selection criteria

## 7. Internship Programme Application Checklist

The checklist is to aid you in compiling your application

materials Please include the following in your application packet:

- 1. A completed **Internship Programme Application**
- 2. A **Letter of Application**
- 3. A current **resume**
- 4. A current **transcript** (may be unofficial) that lists results of previous semester
- 5. Application information that may require for space then the allocated on the application form is to be properly attached and referenced

## 8. Brief Job Descriptions

<p><b>Student, Call Center &amp; Office</b> A student, call center &amp; Office intern will be required to do the following:</p> <ul style="list-style-type: none"> <li>▪ Performs level 1 telephone support for users at all levels across the University community.</li> <li>▪ Attends to queries over the Helpdesk counter.</li> <li>▪ Resolves basic software, and networking problems / conflicts / defects.</li> <li>▪ Performs required office administrative duties</li> <li>▪ Assist with Office Administrative duties</li> </ul>	<p><b>AV</b> AV intern will be required to do the following:</p> <ul style="list-style-type: none"> <li>▪ Performs level 1 USP AV and lecture capture support for USP students</li> <li>▪ Resolves basic software issues.</li> <li>▪ Perform updates on tickets assigned</li> <li>▪ Perform surveys and analysis</li> </ul>	<p><b>NOC Intern</b> A NOC intern will be required to do the following:</p> <ul style="list-style-type: none"> <li>▪ Performs level 1 NOC support for major issues identified at all levels across the University community.</li> <li>▪ Resolves basic software, and networking problems / conflicts / defects.</li> <li>▪ Performs required office administrative duties</li> <li>▪ Provide brief updates on tickets identified</li> </ul>	<p><b>Outreach Commons Interns</b> A RRC intern will be required to do the following:</p> <ul style="list-style-type: none"> <li>▪ Performs level 1 telephone support for users at all levels from USP remote Resource Centers.</li> <li>▪ Attends to queries as the Helpdesk from USP remote Resource Centers.</li> <li>▪ Resolves basic software, and networking problems / conflicts / defects.</li> <li>▪ Performs required office administrative duties</li> <li>▪ Assist with Office Administrative duties</li> </ul>
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## 9. Base Selection Criteria

1. Undertaking degree or diploma program in any of the following fields:-
  - a. Computing Science / Information Systems
  - b. Other Majors where student shows promise and interest
2. Taking a maximum of 3 units in the current semester.
3. In the 2<sup>nd</sup> year of study for staff and student office internship.
4. In the 2<sup>nd</sup>, 3<sup>rd</sup> or 4<sup>th</sup> year of study for NOC internship.
5. An average Grade of B or better from the last semester studied
6. Good customer relations and interpersonal skills.
7. Good communication skills.
8. Have the ability to work under pressure and as part of a team.

Return this form before the closing date to:  
IT Services Helpdesk,  
Ground Floor, ICT Center  
USP, Suva, Fiji.

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