



Job Description – IT Support Intern

Document Control

Position Title: IT Support Intern

Department: Information Technology

Reports To: IT Support Officer / Head of Information Technology

Version: 1.0

Job Overview

The IT Support Intern assists the Information Technology team in maintaining the company's computer systems, software, and network infrastructure. This position provides hands-on experience in troubleshooting, user support, and systems administration within a professional hospitality environment.

Key Responsibilities

Technical Support and Troubleshooting

- Assist in resolving user issues related to hardware, software, and network connectivity.
- Log and track support requests in the IT helpdesk system.
- Perform routine maintenance on desktops, laptops, and printers.
- Support installation and updates of software applications under supervision.

Systems and Network Assistance

- Help monitor system performance and uptime.
- Assist with configuration and setup of workstations and mobile devices.
- Support data backups and recovery processes.
- Maintain inventory of IT assets and update equipment registers.

Documentation and Administration

- Maintain accurate records of IT incidents, repairs, and user requests.
- Assist in preparing system documentation and user guides.
- Support updating IT procedures and training materials.
- Provide administrative assistance for IT compliance audits.





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Learning and Development

- Participate in IT training sessions and project meetings.
- Learn company data security, privacy, and IT policy standards.
- Develop practical troubleshooting and problem-solving skills.
- Work collaboratively with team members on IT improvement initiatives.

Qualifications and Experience

- Currently studying or recently completed Certificate IV, Diploma, or Bachelor's degree in Information Technology or related discipline.
- Basic understanding of computer hardware, operating systems, and networks.
- Strong communication and problem-solving skills.
- Good attention to detail and willingness to learn.
- Previous IT or technical support experience (preferred but not required).

Skills and Competencies

- Excellent troubleshooting and diagnostic skills.
- Strong teamwork and communication abilities.
- Ability to manage multiple tasks under supervision.
- Basic knowledge of Windows and Office 365 environments.
- Commitment to maintaining confidentiality and data security.

Working Conditions

This internship is based at Grand Royale Group's head office and hospitality venues across the Gold Coast, Queensland. The role follows standard business hours, though occasional support during events or peak operations may be required.

Key Performance Indicators (KPIs)

- IT Support Ticket Resolution Rate (target: $\geq 95\%$ within SLA).
- Average Response Time to IT Requests (target: ≤ 15 minutes).
- System Uptime and Monitoring Support (target: $\geq 99\%$).
- Documentation Accuracy (target: 100%).
- Compliance with IT Security and Privacy Policies (target: 100%).
- Supervisor Feedback Rating (target: $\geq 90\%$).





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Company Values and Culture

Grand Royale Group values innovation, reliability, and collaboration. The IT department ensures seamless technology operations across all hospitality divisions, supporting staff and enhancing guest experiences through efficient digital systems.

Career Path

This internship provides pathways into roles such as IT Support Officer, Systems Administrator, or Network Technician within Grand Royale Group or other professional organisations.

