

Northern Health

Welcome to ICT (Information and Communications Technology), and thank you for choosing us as one of your placements.

Our opening hours are Mon – Fri 8:30 am – 5.15 pm.

We are mainly made up of the following areas, supporting Northern Health staff, we look after all their technology needs.

Service Support: Help Desk and Support Staff action and triage all IT requests.

Applications: Looks after specific Hospital programs.

Server Administration: Supports all servers and their operations.

Networks: Network configuration and phone infrastructure.

What might I see in ICT?

- Experience how calls are handled.
- Exposure to ticketing system.
- Involvement with how jobs are actioned and resolved.
- Follow an IT support person out in the field.
- Help with computer task with IT support guidance.
- Be available to answer any of your questions.

There are many other things that happen during each day so remember that we want to make your visit interesting and useful, so come equipped with questions and a happy smile.