

The roles & responsibilities of Intern while at schools for 2021

1. Assist schools with installing **security certificates**
2. Assist learners with onboarding devices
3. Assist with the upgrade of windows 10 devices from Home to Educational version
4. Assist staff with **installing e-learning platform** applications
5. Assist with the download of books on **e-learning platform**
6. Assist schools with maintaining Synergy data (for Premium e-learning platform users)
 - a. Add learners to groups
 - b. Add staff to groups
 - c. Confirm that learners and staff are assigned to groups
 - d. Troubleshoot groups setup
 - e. Log errors
7. Installation of printers for **educators if instructed by Head Office only**
8. Provide Curro Head Office with information in a report format once a week based on:
 - a. Issues with downloads
 - b. Problem areas w.r.t. e-learning platform
 - c. Staff attitude towards the project
 - d. Learner attitude towards the project
 - e. Ongoing training and support
9. Report problems with Wi-Fi connectivity and availability via the Curro Service Desk
10. Log all calls related to the **digital learning platform project** via the Curro Service Desk, monitor the call resolution and provide feedback to head office on resolution
11. Assist educators to access Office 365 account
12. Assist educators to access Microsoft Educational community site for training
13. Assist Curro Support Service Centre agents with support functions
14. Assist tier 1 technicians with support services offered to schools