

OPTUS

Co-op Intern Roles

All internship roles are 24 weeks full-time, starting February 2021.

Internship roles in:

- Cybersecurity
- Computer Science / Software Engineering
- Data Science & Decisions
- Business Information Systems
- Commerce Information Systems

Cybersecurity

Chief Information Security Office

Computer Science/Software Engineering (with cybersecurity major)

- CSRC intern

Digital Networks

- Cyber Security Intern

Computer Science/Software Engineering

Technology Infrastructure

- Workplace Technology Engineer Intern
- Software Engineer Intern
- Devops Software Engineer Intern

Core systems

- Integration Software Engineer Intern
- Junior Devops OSS

Digital technology

- Junior Machine Learning Engineer
- Junior Devops DT
- Junior Software Engineer Intern

Digital Networks Automation (DNA)

- DNA Internship

Digital Networks NaaS

- DN Internship - Orchestration

Digital Networks

- Infrastructure Intern

Business Information Systems

Technology Infrastructure

- Workplace Operations Analyst Intern

Commerce Information Systems

Core systems

- Solution Designer Intern

Data Science and Decisions

Data Platforms and Management

- DPM Continuous Delivery Intern

Digital Networks Analytics and IoT

- DN Internship - Analytics

CYBERSECURITY INTERN

The role will manage one of the three functions below:

1. CIS Standards Compliance:
 - a. Identify the applications to be assessed
 - b. Populate Compliance Evaluation for Sample Applications
 - c. Issue questionnaires to the application owners and assist owners in responding
 - d. Collate and review the responses
 - e. Identify gaps to the CIS standards
 - f. Derive gaps and suggest remediation plans
 - g. Life-cycle manage this ongoing annual task.
2. Internet Presence Security Risk:
 - a. Discover and owner identify the entities (URL – Websites, MA – Mobile Applications, WiFi Access, Social Media Handles)
 - b. Catalogue and risk assess the entities
 - c. Take down all orphan entities and erase their data
 - d. Improve the processes to ensure improved governance of the entities
 - e. Provide management report on the gaps along with the remediation plans
 - f. Life-cycle manage this ongoing annual task.
3. Threat Intelligence:
 - a. Gathering threat intelligence through research and subscription feeds.
 - b. Derive the threats appropriate for Optus and prepare reports for the Optus.
 - c. Work with relevant business and technology departments to agree on remediations and follow up on their implementations.
 - d. As proactive measures of threat management, work with relevant technology and business units in implementing the security best practices.
 - e. Manage BitSight reporting and remediation of the lapses across Optus in an ongoing basis

The individual must possess:

- Excellent analytical and problem-solving skills
- Good knowledge about Information Security and Cyber Risks
- Deep knowledge of cybersecurity practices, risk assessments and compliance activities
- In depth knowledge of risks assessment process
- Knowledge in driving compliance for ISMS or CIS standards or the like
- Good stakeholder management skills or team skills
- Strong research and recommendation skills
- Good skills in preparing and presenting management reports and dashboards
- Prior industry experience desirable but not essential.

Role	Cyber Security Internship
Team	<p>Corporate IP & Security Operations</p> <p>Optus Security Operations Centre “OSOC”</p>
Key objectives relating to Cyber Security Internship	<ul style="list-style-type: none"> • Project manage and on-board network systems and technologies into SIEM monitoring • Usage of advanced networking, security and systems skills to perform detailed analysis for security threats and development of user case algorithms • Analyse and respond to escalated security events from incidents received within documented SLA. • Baseline threat detection devices for unique environments and customized telecommunications applications • Dev/Ops activities for development of multiple SIEM capabilities and API’s to various other toolsets • Deliver documentation such as triage processes, play books and operations manuals for completed works
Key stakeholders And Working Environment	<ul style="list-style-type: none"> • Reporting to Optus Security Operations manager and OSOC team • Networks and Group IT platform owners • INFOSEC team • Networks and Group IT operational support staff • Flexible working hours during core business hours between 7am to 7pm
What you will learn in this Internship	<p>Optus Networks Security Operations “OSOC” performs all aspects of cyber security to protect networks and customer services from the threat landscape</p> <p>You will achieve the following outcomes in this internship:</p> <ul style="list-style-type: none"> • Working knowledge of tools used to work in NSOC which include incident, change, knowledge, problem management and the suite of technical security tools • Project management of systems into SIEM. This is called SIEM On-boarding • Building technical expertise on a suite of technical tools to detect, prevent, report on indicators of threat “IoC” • Continual fine tuning and optimisation of threat detectors to protect Optus Networks and its customer services • Throughout the internship you will be exposed to many stakeholders for which you will be evangelising the importance of cyber security controls, threat

	<p>prevention, policy, governance, compliance and response</p> <ul style="list-style-type: none"> • Perform a Business impact assessment detailing the impact of a disruptive incident, definition of required timeframes for restoration of key processes, and actions necessary for continuity of operations. Define basic security requirements and operational procedures to ensure network integrity, physical protection and authorized access to the network • Create and maintain a collection of threat intelligence from several sources • Collect and analyse multiple sources of data to identify potential attacks • Integrate security in IoT implementation- privacy enhancing technologies, encryption monitoring for IoT data, security standard for available platform, firewall etc
<p>Skills and attitude required</p>	<ul style="list-style-type: none"> • Enthusiasm and willingness to learn new concepts and meet new people. • Ability to think outside the square and be self-motivated. • Can-do attitude – not afraid to fail – not afraid to take risks (calculated) • Understanding of the components that comprise a successful information security program • Familiarity with secure engineering principles, risk management, technical information security testing, and classified environments • Understanding of security controls for common platforms and devices, including Windows, Unix, Linux, Web application vulnerabilities and network equipment • Technical understanding in incident response, computer forensics, malware analysis, development, or systems administration • Some experience in capture the flag, red team/ blue team ethical hacking programs
<p>Key Business Competencies which you will develop</p>	<ul style="list-style-type: none"> • Ability to build and manage relationships with variety of stakeholders – internal and external • Customer orientation and outcome focused • Self-motivated and proactive • Excellent analytical thinking and problem-solving skills • Strong influencing skills • Ability to perform under pressure

	<ul style="list-style-type: none"> • Ability to prioritise and handle multiple complex tasks under constant pressure • Autonomous and Well organised • Flexibility in approach to problems
<p>Key Role Competencies and success factors for Cyber Security</p>	<ul style="list-style-type: none"> • Familiar with Information security best practices & network security architecture standards • Cyber Security Operations • Working knowledge Unix / Linux operating systems • Working knowledge of TCP/IP networking experience • Working knowledge of packet interception security products • Working knowledge of IP Tables/Packet filter firewalls • Working knowledge of Scanning technologies • Working knowledge of Log collection and analysis tools • Working Knowledge of Authentication systems such as AD, LDAP, RADIUS and TACACS, DNS, Digital Signatures, content filtering • Working knowledge of privileged user access controls • Usage of Open source software to perform various cyber security related activities

Role	Digital Networks NaaS Interns
Team	Digital Platforms
Key objectives relating to Digital Networks NaaS Internship	<ul style="list-style-type: none"> • API development towards the 5G network systems to build Networks-as-a-Service capability • Creating industry standard data models and its optimisation from the perspective of large-scale automation • Using existing mobile networks data to answer business questions in original new ways • Using a range of provided SDK and tools linked to coding development environments (such as gitlab, jupyter notebooks, python, docker containers, automation tools) • Deliver documentation for the completed tasks • Various Dev/Ops activities linked to the model execution platform
Key stakeholders And Working Environment	<ul style="list-style-type: none"> • Networks • Digital Networks Core Engineering • Digital Networks Digital Platforms • Optus Business • Optus Consumer Living Networks • Flexible working hours during core business hours between 7am to 7pm
What you will learn in this internship	<p>The Digital Platforms in Digital Networks focuses on building the next generation platforms towards networks digitalisation. Within the Digital Platforms, you will be working on Networks-as-a-Service systems that simplifies the complexities of Networks making network functions consumable and reusable as APIs. You will be exposed to various topics ranging from API development towards the 5G Core Network, Transport Network and Assurance systems. You will be using cutting edge technologies in 5G network slicing using SDKs and tools in a joint development framework with Optus vendors.</p> <p>You will achieve the following outcomes in this internship:</p> <ul style="list-style-type: none"> • Understand the mobile data ecosystem • Hands on experience in API development using industry best practices and industry standards. • Hands on experience in creating E2E 5G slicing model and the automation processes around it • Hands on experience in working with microservices • Understand of some of the core business problems where mobile networks data can make a big impact

	<ul style="list-style-type: none"> • Interaction with the other 5G orchestration-related functions across the business including Consumer Living Networks
Skills and attitude required	<ul style="list-style-type: none"> • Problem solving skills and curiosity to explore and understand underlying phenomena • Enthusiasm and willingness to learn new concepts and meet new people • Ability to think outside the box and be self-motivated • Can-do attitude – not afraid to fail – not afraid to take risks (calculated) • Fluency in at least one commonly used programming language, basic Python skills required, Java skills welcomed
Key Business Competencies which you will develop	<ul style="list-style-type: none"> • Ability to build and manage relationships with variety of stakeholders – internal and external • Customer orientation and outcome focused • Self-motivated and proactive • Analytical thinking and problem-solving skills • Strong influencing skills • Ability to perform under pressure • Ability to prioritise and handle multiple complex tasks under constant pressure • Autonomous and Well organised • Flexibility in approach to problems
Key Role Competencies and success factors	<ul style="list-style-type: none"> • Having a Data & Automation mindset • Programming skills in Python + one other programming language, Java experience welcomed • Understanding of basic telco concepts • Understanding of Containerised environments, APIs, basic linux environment

Role	Digital Networks Automation Internship
Team	VSSD
Key objectives relating to Digital Networks Automation Internship	<ul style="list-style-type: none"> • Project manage and on-board network systems and technologies into DNA • Using a range of tools such as gitlab, ansible tower, vault, harbor, nexus repository to develop automation use cases • Deliver documentation for processes, playbooks and operational manuals for completed tasks. • Dev/Ops activities for development of capabilities within the network space and other API's to various other toolsets
Key stakeholders And Working Environment	<ul style="list-style-type: none"> • Reporting to VSSD manager and VSSD Team • Networks platform owners • Networks Engineering staff • Networks Operational support staff • Flexible working hours during core business hours between 7am to 7pm
What you will learn in this internship	<p>Optus Voice Signalling and Design "VSSD" performs Detailed Design, Testing and Implementation for Consumer/ Digital Life/ ICT products, solutions and customers in the Optus Switching and Mobile Data network with a highlighted focus in Automation.</p> <p>You will achieve the following outcomes in this internship:</p> <ul style="list-style-type: none"> • Working knowledge of the tools used within VSSD in the network elements • Working knowledge and experience in the configuration and manipulation of network platform data, network signalling data and network routing data • Throughout the internship you will be exposed to many stakeholders for which you will be evangelising the importance of automation and the devops way of working. • Working knowledge of automation skills and enhanced programming skills to aid in automation • Working knowledge of signalling / switching / data technologies with the ability to automate network designs and network configurations in production
Skills and attitude required	<ul style="list-style-type: none"> • Enthusiasm and willingness to learn new concepts and meet new people. • Ability to think outside the square and be self-motivated.

	<ul style="list-style-type: none"> • Can-do attitude – not afraid to fail – not afraid to take risks (calculated) • Understanding of common platforms and devices, including Windows, Unix, Linux, Web application and network equipment
<p>Key Business Competencies which you will develop</p>	<ul style="list-style-type: none"> • Ability to build and manage relationships with variety of stakeholders – internal and external • Customer orientation and outcome focused • Self-motivated and proactive • Excellent analytical thinking and problem-solving skills • Strong influencing skills • Ability to perform under pressure • Ability to prioritise and handle multiple complex tasks under constant pressure • Autonomous and Well organised • Flexibility in approach to problems
<p>Key Role Competencies and success factors for VSSD</p>	<ul style="list-style-type: none"> • Having a DevOps mindset • Programming skills in Python, Node JS, Bash • Understanding of API and RESTful interface • Understanding of Containerised environments and Kubernetes • Understanding of Ansible and Ansible Tower • Understanding of data formats such as JSON, XML • Understanding of the DevOps lifecycle including tools related such as gitlab, vault, harbor, nexus.

JD for Intern - Software Engineer/BIS

Description

The candidate will be in a hands-on role in building and integration of Optus Technical Facility Capacity Management systems and into the Engineering Planning System (ASIMOV) platform. The candidate will play an active role in gathering of business requirements and participate in the design and development of new capabilities and integration of the Technical Facility inventory (space, power and cooling). Ensuring these are captured in ASIMOV system are effectively monitored and alerted.

Roles & Responsibilities

- Learn the processes, functional and software capability systems and tools used to manage the technical floor space, power, interconnect fibre and cooling systems, including different module descriptions (PDU, TPDU, UPS, Battery).
- Participate in the requirement analysis and consolidation of Facilities AOP capital works program requirements. Consolidate, evaluate, present and ratify the facility space and power demand forecast from all Engineering Platforms to be input for the AOP
- On-going support and management of the existing facility inventory and management systems and tools within BIE.
- Consolidation and reconciliation/streamlining of databases and spreadsheets currently used in BIE for planning purposes and integrate with ASIMOV automation system.
- Development of new tools and assessment of databases to be moved into engineering support environment, ASIMOV.
- Manage and upgrade internal web pages for BIE
- Standardisation and automation of reporting dashboards for space, power and mechanical plant utilisation.
- Consolidate and publish report on capacity utilisation for all elements of space, power and mechanical plant in technical facilities.
- Participate in the development and testing of a new heat extraction and air flow infrastructure to support the newly introduced high density standard racking equipment as part of the Facilities Future Mode of Operations.
- Learn and understand life cycle management processes and planning as part of the Building Operation & Maintenance Management of Exchanges/FANS/CEV

Requirements

- Real passion for data, new data technologies, and discovering emerging solutions to the company's growing data needs
- Experience with NetBox
- Understanding of database technologies (Oracle, MS SQL)
- Understanding of Application Servers (Weblogic)
- Understanding of monitoring tools
- Good Communication and presentation

JD for Software Engineer (Intern)

Description

The candidate will be in a hands-on role in building and maintaining Openshift/Kubernetes container platforms and their integration with other tools such as Dynatrace AI ops and Log Analytics (ELK) platform. The candidate will play an active role in the gathering of business requirements, design and development of new capabilities to ensure we have the highest level of automation that also meets business requirements and delivers sustainable competitive advantage to the organisation.

Roles & Responsibilities

- Examine and research the latest Cloud and Container technology and make recommendations on how to improve internal systems. Focus technologies are AI operations and kubernetes container orchestration.
- Complete all required training courses within the allocated timeframes.
- Maintain key internal systems and services. E.g. Version Control, System conformance, Knowledge support, release and deployment systems.
- Liaise with stakeholders such as internal and external development teams, and relevant IT teams ensuring ensure all stakeholders are considered and are informed of issues and risks in production.
- Follow Change Management processes and procedures ensuring all necessary documentation is completed in necessary timeframes.
- Maintain container platform systems and make recommendations for improvements to those systems. Write code and change config to facilitate the improvements.
- Resolve incidents within SLA's. This will be measured by the IT fault management reporting systems.
- Maintain security to above industry standards.

Requirements

- Experience with Linux
- Experience with Kubernetes, docker, rancher or openshift
- Software development experience. Java experience an advantage.
- Experience in software code management using tools such as GIT
- Strong documentation experience
- A strong passion to explore new technology.

JD for Integration Software Engineer (Intern)

Description

The candidate will be in a hands-on role in building and maintaining Optus IT Core System Integration platform. The candidate will be positioned in Operation area for at least 2 months with under guidance of senior engineers, with hands on experience to understand the platform structure. The candidate will then be deployed in delivery team for full software development cycle, where to involve Impact Analysis, HL solution, low level design, and development.

Roles & Responsibilities

Operation:

- Work closely with senior ops engineers and vendors on daily operation tasks – problem tickets, majors, change management and governance
- Contribute new ideas on new initiatives
- Involve in R&D initiatives, from idea inception to delivery

Delivery:

- Work closely with Solution Architects in Impact Assessment process, and gather business requirements, and deliver HL solution proposal. Solution presentation will be part of the activities
- Cross domain solution consultations
- Oversee and provide technical supports to projects during all project phases
- Delivery HL and LL solution designs
- Code review and system test report review
- Work with project manager to remove all big rocks within project
- Oversee the production deployments

Requirements

- Highly proactive with positive mindset
- Strong listening skill and willingness to learn and take challenge
- Able to work under pressure
- Experience in Java
- Experience in version control, Nexus and other software development tools
- Experience in Perl and other scripting language is a plus
- Understand infrastructure and networking is high desirable
- Experience with CICD, container platform technology is a bonus
- Strong documentation and presentation

JD for Devops Engineer DT (Intern)

Description

The candidate will be in a hands-on role in developing and maintaining operations of Consumer hybrid cloud IT infrastructure. The candidate will play an active role in the design and development of new and existing capabilities and integrations to ensure Optus systems are designed securely, automated, and monitored effectively.

Roles & Responsibilities

- Development and modification of code to generate practical outcomes using inputs from existing Optus systems
- Contribute to the implementation of new systems required to fulfil deliverables not met by existing systems
- Delivery of infrastructure as code, within agreed scope
- Automate and continuously improve processes
- Provide a close working relationship with team members
- Follow and improve software development processes, including agile processes
- Maintain code quality (high stability, readability, low defect)

Requirements

- Understanding of what DevOps mindset and culture are and the benefits they provide
- Software development understanding relating to AWS (Amazon Web Services) and/or GCP (Google Cloud Platform)
- Preferable knowledge on automation using CI/CD tools
- Knowledge of source code management tool “git” or similar
- Knowledge of bash and python programming
- Exposure to Atlassian tools such as Jira, Confluence, Bamboo

JD for Devops Engineer OSS (Intern)

Description

The candidate will be in a hands-on role in developing and maintaining operations of Optus IT OSS platform. The candidate will play an active role in operations monitoring, incident management, design and development of new capabilities and integrations to ensure Optus IT OSS systems are designed, changes implemented and the systems are monitored effectively

Roles & Responsibilities

- Development and modification of code to generate practical outcomes using inputs from existing Optus systems
- Contribute to the implementation of new systems required to fulfil deliverables not met by existing systems
- Delivery of software applications and development of high quality, within agreed scope
- Provide a close working relationship with team members
- Follow and improve software development processes, including agile processes
- Support production incidents based on priority and urgency
- Maintain code quality (high stability, readability, low defect)

Requirements

- Software development understanding relating to Java Enterprise (minimum of Java 7/ J2EE), PL/SQL, DBMS, Javascript, Python, Linux, Oracle
- Preferable knowledge on automation using CI/CD tools – JENKINS, ANSIBLE, MAVEN, GITHUB
- Preferable knowledge on WIKI, Confluence, JIRA and Opensource tools
- Ability to work autonomously

JD for Machine Learning Engineer (Intern)

Description

The candidate will be in a hands-on role in developing, maintaining and continuously optimising and tuning NLP performance for Optus Assistant (Chatbot). The candidate will play an active role understanding customer transcripts, intents and provide utterances and training phrases to improve intent accuracy.

Roles & Responsibilities

- Maintain the current NLP – ML algorithms with existing ML frameworks (Sklearn, NLTK, Spacy and etc).
- Develop and maintain data pipeline for our existing AI/ML applications within agreed scope.
- Provide a close working relationship with team members.
- Follow and improve software development processes, including agile processes

Requirements

- Computer Science, math, statistics or related courses.
- Software development understanding in Python, SQL.
- Preferable knowledge on Google BigQuery, DialogFlow.

JD for Junior Software Engineer (Intern)

Description

The candidate will be in a hands-on role in building and maintaining Optus Mobile Apps. The candidate will play an active role in gathering of business requirements, design and development of new capabilities in industry leading mobile applications.

Roles & Responsibilities

- Develop high quality mobile applications
- Manage requirements and scope as part of the agile process, where applicable
- Follow and improve software development processes, including agile processes. Learning never stops
- Assist recruitment of senior software engineers and software engineers
- Adhere to Optus policies and guidelines while delivering the operational results
- Actively participate in all team meetings and discussions
- Engage the business stakeholders directly involved in the project
- Work individually and in virtual teams
- Proven ability to exercise effective technical solutions and innovation in high pressure situations
- Contribute to outcomes in a dynamic, customer focussed team

Requirements

- Experience with Swift
- Experience in Object oriented programming
- Real passion for mobile app development, new data technologies, and discovering emerging solutions to the company's growing digital needs
- Experience in distributed source code manager such as git
- Strong documentation experience
- Experience with Kotlin is a bonus

JD for Software Engineer (Intern)

Description

The candidate will be in a hands-on role in building and maintaining Optus IT Monitoring (Nagios) and Log Analytics (ELK) platform. The candidate will play an active role in gathering of business requirements, design and development of new capabilities and integrations to ensure Infrastructure and Application systems are effectively monitored and alerted.

Roles & Responsibilities

- Develop, operate and optimize the performance of our IT operations data analytics platform to ensure accurate, reliable and timely delivery of key insights for decision making.
- Build out scalable and reliable ETL pipelines and processes to ingest data from a large variety of upstream data sources.
- Work with service owners to develop near-real-time infrastructure, application data monitoring and analytics use cases, and other API-based use cases.
- Support daily operation of modern high-performance analytical databases and computation engines like Elasticsearch.
- Deploy and manage data pipelines, new data services and analytical reporting dashboards
- Troubleshooting problems, involving the appropriate resources and driving resolution of issues with a focus on minimizing impact to end users.
- Applying best practices for managing cluster, scaling and capacity planning.
- Responsible for identifying monitoring noise and creating effective solutions and alarm plans to address false alerting

Requirements

- Experience with Elastic
- Experience in Perl and shell scripting
- Real passion for data, new data technologies, and discovering emerging solutions to the company's growing data needs
- Experience in software code management using tools such as GIT
- Strong documentation experience
- Experience with Ansible is a bonus

JD for Workplace Technology Engineer (Intern)

Description

The candidate will be in a hands-on role in creating modern workplace technology to support Optus employees. Modern workplace technologies and changing rapidly to drive productivity and collaboration across organisation. The candidate will play an active role in the gathering of business requirements, design and development of new capabilities to improve the lives of people at Optus. The candidate will seek opportunities to improve the analytics and insights into workplace technology and help establish opportunities to make change across people, process and technology.

Roles & Responsibilities

- Examine and research the Modern Workplace technology and make recommendations on how to improve internal systems. Technology includes both hardware (laptops and digital office equipment) and system administration of platforms (O365 and mobility solutions)
- Research the latest updates and changes from the industry and establishing information applicable to Optus as features are released
- Complete all required training courses within the allocated timeframes.
- Maintain key internal systems and services. E.g. User guides, Knowledge bases, etc
- Liaise with stakeholders such as internal and external development teams, and relevant IT teams ensuring ensure all stakeholders are considered and are informed of issues and risks in production.
- Follow Change Management processes and procedures ensuring all necessary documentation is completed in necessary timeframes.
- Maintain security to above industry standards.

Requirements

- Experience with core Microsoft Technologies (AD, SCCM, PKI, A/V), messaging and collaboration tools, and mobile device management platforms.
- Good knowledge of SOE design and management, including GPOs and PowerShell Software.
- Good knowledge of systems including Microsoft Office 365 and Microsoft Teams.Strong documentation experience
- A strong passion to explore new technology.

JD for Solution Designer (Intern)

Description

The candidate will be working in the End to End Solution Design and Architecture Team under Optus IT Core System (CS). The candidate will work with the guidance of Domain / Senior Architects and Senior Solution Designers and play active role during the software development lifecycle from requirements gathering, initial analysis, end to end solution design and delivery. The candidate will have exposure in the strategic planning, analysis and management of platforms/applications across the business and seek opportunities in establishing best practices.

Roles & Responsibilities

- Craft and develop the E2E Solution Designs and Component Designs and ensure it is aligned with business goals and objectives.
- Participate in requirements, process and solution reviews, ensures system functionalities & capabilities are future proofed and extensible.
- Collaborate in strategic planning process, and cross-domain solution consultation.
- Craft guidelines, common frameworks and document design templates.
- Translate the business requirements/processes into system qualities and hence into high level application component/interface design specifications and strategies.
- Manage dependencies between application components (within and external to CS) design.
- Analyse impact of change requests, including recommendations.
- Ensure quality of design and operational control characteristics.
- Establish volumetric requirements and performance goals.
- Manage risk identification and mitigation strategies associated with the design
- Document the architecture decisions and communicate to key stakeholders, ensuring the design goals are met and understood.

Requirements

- Good understanding of Software Development Lifecycle and Agile methodologies.
- Good understanding of System Design Patterns and Frameworks.
- Very good analytical, problem-solving skills and technical know-how.
- Excellent communication and technical writing skills.
- Ability to work effectively with different levels of the organization to understand needs and issues.
- Strong organizational skills to effectively manage many different responsibilities.
- Ability to adapt to sudden and frequent changes in priorities and workload.
- Ability to work under pressure and to both externally and self-imposed deadlines.
- Ability to exercise independent judgment and to work unsupervised for long periods of time.

JD for IT Workplace Operations Analyst (Intern)

Description

The candidate for Workplace Technology Operation Analyst will be in a hands-on role and be responsible for driving improvements to workplace technologies & transform Optus IT. The candidate will seek opportunities to improve the analytics and insights into workplace technology and help establish opportunities to make change across people, process and technology.

Roles & Responsibilities

- Examine and research the Modern Workplace technology and make recommendations on how to improve internal systems. Technology includes both hardware (laptops and digital office equipment) and system administration of platforms (O365 and mobility solutions)
- Maintain and build effective working relationships with campus staff and vendors to ensure smooth operations and best services
- Research the latest updates and changes from the industry and establishing information applicable to Optus as features are released
- Complete all required training courses within the allocated timeframes.
- Maintain key internal systems and services. E.g. User guides, Knowledge bases, etc
- Liaise with stakeholders such as internal and external development teams, and relevant IT teams ensuring ensure all stakeholders are considered and are informed of issues and risks in production.
- Identify, diagnose, and resolve recurring and incidental support issues for users of PCs, software, hardware, Av & Voice and connectivity (network / Internet)
- Follow Change Management processes and procedures ensuring all necessary documentation is completed in necessary timeframes.
- Maintain security to above industry standards.
- Identification of operational pain points & provide ideas for improvement
- Show innovation through unique ideas and propose them to the team
- Identify areas of automation & assist with implementation to deliver the strategy of digital transformation in the future business workplace.

Requirements

- Experience with core Microsoft Technologies (AD, SCCM, PKI, A/V), messaging and collaboration tools, and mobile device management platforms.
- Good knowledge of systems including Microsoft Office 365 and Microsoft Teams. Strong documentation experience
- Knowledge of Windows and/or Linux operating systems
- Demonstrate strong leadership, interpersonal and communication skills
- Should have a strong sense of curiosity and desire for continuous learning and development.

JD for DPM Continuous Delivery (Intern)

Description

The candidate will be in a hands-on role in creating visualisation assets in Tableau and PowerBI to monitor internal application performance and work on projects under the supervision of Visualisation leads. Modern workplace technologies are changing rapidly to drive productivity and collaboration across organisation, the candidate will play an active role in analysing data, meeting business requirements, designing and developing solutions to aid with business growth. The candidate will seek opportunities to improve the analytics and automation of workplace processes and help establish opportunities to make change across people, process and technology.

Roles & Responsibilities

- Analyse and help build data assets with relevant information required to meet business needs.
- Develop and create visualisations/dashboards that highlight key business metrics to automate processing and optimise business intelligence.
- Work with Atlassian products, such as JIRA, to manage and prioritise various tasks.
- Utilise PowerApps to develop various applications for specific projects that assist the DPM team.
- Liaise with stakeholders such as internal teams, and relevant IT teams ensuring all stakeholders are considered and are informed.

Requirements

- Experience with core visualisation applications such as Tableau and PowerBI.
- Good knowledge of Relational Data Bases such as Teradata and Oracle.
- Knowledge of Big Data technologies and tools.
- Familiarity with PowerApps is a bonus.
- A strong passion to explore new technology.

Role	Digital Networks Analytics Interns
Team	Analytics & IoT
Key objectives relating to Digital Networks Analytics Internship	<ul style="list-style-type: none"> • Extract insight from raw data • Focus on model implementation and its optimisation from the perspective of large data flows • Using existing mobile networks data to answer business questions in original new ways • Using a range of tools linked to machine learning and data science environments (such as gitlab, jupyter notebooks, python, docker containers, automation tools) • Deliver documentation for the completed tasks • Various Dev/Ops activities linked to the model execution platform
Key stakeholders And Working Environment	<ul style="list-style-type: none"> • Networks • Digital Networks Analytics & IoT • Optus Analytics; Data COE • Optus Business IoT • Flexible working hours during core business hours between 7am to 7pm
What you will learn in this internship	<p>The Analytics team in Digital Networks focuses on extracting information from the myriad of data points collected from the mobile network. You will be exposed to various topics ranging from information synthesis from raw data down to contributing to the model execution platform that manages the models in production.</p> <p>You will achieve the following outcomes in this internship:</p> <ul style="list-style-type: none"> • Understand the mobile data ecosystem • Hands on experience in information extraction from raw data in the form of models • Hands on experience in the model execution platform and the automation processes around it • Understand of some of the core business problems where mobile networks data can make a big impact • Interaction with the other analytics-related functions across the business including the IoT field
Skills and attitude required	<ul style="list-style-type: none"> • Problem solving skills and curiosity to explore and understand underlying phenomena • Enthusiasm and willingness to learn new concepts and meet new people • Ability to think outside the box and be self-motivated

	<ul style="list-style-type: none"> • Can-do attitude – not afraid to fail – not afraid to take risks (calculated) • Fluency in at least one commonly used programming language, basic Python skills required, SQL skills welcomed
<p>Key Business Competencies which you will develop</p>	<ul style="list-style-type: none"> • Ability to build and manage relationships with variety of stakeholders – internal and external • Customer orientation and outcome focused • Self-motivated and proactive • Analytical thinking and problem-solving skills • Strong influencing skills • Ability to perform under pressure • Ability to prioritise and handle multiple complex tasks under constant pressure • Autonomous and Well organised • Flexibility in approach to problems
<p>Key Role Competencies and success factors</p>	<ul style="list-style-type: none"> • Having a Data & Analytics mindset • Programming skills in Python + one other programming language, SQL experience welcomed • Understanding of basic machine learning concepts • Understanding of Containerised environments, APIs, basic linux environment