Intern Roles

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

Information Systems Roles

- Cyber Security Governance Intern
- Junior Digital Producer Intern
- Salesforce IT Intern
- Workplace Technology Intern
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### Key objectives relating to Cyber Security Governance Internship

- Design processes for Disaster Recovery and Backup tests for Networks Systems
- Program manage execution of the processes to formalise the Disaster Recovery testing process
- Track and report on Cyber Security Strategy initiatives in Networks
- Compliance report on cyber security posture for networks systems
- Understand cyber security control objectives and build awareness programs to inform stakeholders on objectives, controls and best practices
- Design short awareness videos/ updates, which would be developed for stakeholders to use
- Improve internal sites for better communication and information
- Deliver documentation to standardise processes of activities undertaken
- Assist with creation of documentations for Security Architecture and Roadmaps
- Assist with procurement related activities for Cyber Security initiatives
- Assist with regulatory based tracking for Cyber Security deliverables
- Coordinate the ISMS program driven for Networks

### Key stakeholders And Working Environment

- Reporting to Networks Cyber Security Governance Manager
- Team member of Cyber Security Governance
- Networks Cyber Security Representatives
- Networks systems owners
- Cyber Security Control Owners
- Optus Security Operations Centre
- INFOSEC team
- Flexible working hours during core business hours between 7am to 7pm

### What you will learn in this Internship

The Cyber Security Governance team are accountable for Cyber Security Strategy, Compliance, Governance and Risk.

As part of the internship, you will learn:

- How Cyber Security policies are designed and applied
- Cyber Security strategy considerations
- Program and portfolio management
- Cyber Security risk assessment
- Review considerations for cyber security
| Skills and attitude required | • 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)  
| • 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  
| • Ability to determine risk and provide mitigations  
| • Reporting and analytics skills  
| • Ability to translate complex/technical items to layman speak  
| • Stakeholder management  
| • Commitment to schedules |

| Key Business Competencies which you will develop | • 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  
| • Flexibility in approach to problems  
| • Cyber Risk Assessment  
| • Solution prioritisation  
| • Reporting to different levels of stakeholders |
JD for Junior Digital Producer (Intern)

Description
The candidate will be in a hands-on role, creating and publishing content on Optus digital properties. 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
- Author and publish high quality content for digital properties including website and apps
- Manage requirements and scope as part of the agile process, where applicable
- Follow and improve digital production processes, including agile processes.
- Assist senior digital producers and digital producers
- Adhere to Optus policies and guidelines while delivering to deadlines
- Engage with business stakeholders directly involved in deliverables
- Work individually and in teams, virtually and face to face
- Effectively analyse problems and provide innovative solutions in high pressure situations
- Actively participate and contribute to outcomes in a dynamic, customer focussed team

Requirements
- Information Technology qualifications or similar tertiary education.
- Experience with HTML, CSS, Javascript
- Experience with end to end Digital Production via Content Management Systems (CMS).
- Understanding of UX and UI design process and translating into functional, dynamic digital content
- Passion for all things digital including emerging technologies to create new solutions to the company’s growing digital needs
- Strong documentation experience
- Experience with Adobe Experience Manager is a bonus
JD for Salesforce IT Intern

Description
The primary role of the Salesforce IT intern is to facilitate, obtain skills in Salesforce around solution designs, development & configuration of Salesforce which also entail participation in Programs/Projects/Change management, support and gain necessary skills in Salesforce area via on the job learning, Salesforce training via Trailheads, attain certification and be a part of delivery of the Core Telco Systems (CTS) systems.

Roles & Responsibilities
- Document requirements and work on E2E Solution Designs and Component along with the design lead & Salesforce team and work on delivery of common business goals and objectives.
- Participate and add value on solution design, development & configuration including support on aspects of delivery of the program
- Requirements gathering from the stakeholders and work with the team on solutioning
- Translate the business requirements/processes into system use cases
- System analysis skills for change requests
- Basic understanding of quality of design and operational control characteristics
- Good understanding of data schema & decencies
- Participate in drafting of Service Level Agreements post implementation
- Balances quality issues
- Understanding of Risks around solution
- Good documentation skills that are needed for IT projects and being able to provide updates to the team & stakeholders
- Ability to work autonomously

Requirements
- Foundation IT knowledge. Basic understanding of Cloud platforms and its use at an enterprise level.
- Salesforce Platform knowledge. Preferable Cloud Platform background/knowledge
- Telecommunications (or similar industry) – Good to have
- In-depth knowledge of SDLC process
- Waterfall and Agile Delivery methodologies
- Development experience – Good to have
- Software / Application Development Background – Good to have
- Code: Apex, Java, react, XML & CSS DB: Oracle, SQL Server, MySQL OS: Windows & Linux
- Any knowledge of the following:
  - Cloud: PaaS, IaaS, SaaS concept and execution (AWS, Azure)
  - Code: C, C++, Java, SQL, PLSQL
  - DB: Oracle, SQL Server, Postgres, MySQL
  - OS: Windows, Linux,
  - Web: JSP, Servlets, Spring MVC, AJAX, XML, XSLT, XQuery
  - Integration: SOA / ESB Design
  - App Server: JBoss, Weblogic, WebSphere, Apache
Job Description: Workplace Technology Intern

Description

The candidate will be in a hands-on role in improving modern workplace technology to support Optus employees. Modern workplace technologies are 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 end user experience of people at Optus.

Roles & Responsibilities

- Opportunity to explore various areas within Workplace Technology and tailor the role based on the interests of the candidate. Potential areas to work within include:
  - Identity Access Management (IDAM) – analyse existing systems and review the onboarding process of new staff members. Review birthright access policies and make recommendations to improve and/or automate current processes.
  - Asset management system – review and understand the functionalities of the existing FileMaker system and explore the potential to migrate the system onto ServiceNow
  - Review, deploy and support software in the end user space – participate in the End User Technology Review Forum and maintain key internal systems and services including user guides and knowledge bases. Potential to work in a variety of platforms including ServiceNow, UiPath and PowerAutomate.
- Analyse existing technology and processes and making recommendations on how to improve internal systems. Technology includes both hardware (laptops and digital office equipment) and system administration of platforms (Office 365, IDAM, and mobility solutions).
- Liaise with stakeholders, including relevant teams within IT and from other business units such as procurement, legal, and information security, to 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.

Requirements

- Ability to adapt and quickly pick up new technology and/or tools
- Excellent communication and interpersonal skills
- Be able to think from multiple perspectives, including end users and development teams
- Have a passion for analysing products, customer needs, and translating these insights into actionable deliverables for the team
- Good knowledge of systems including Microsoft Office 365 and Microsoft Teams.
- Good to have:
  - Experience with core Microsoft Technologies (AD, SCCM, PKI, A/V), messaging and collaboration tools, and mobile device management platforms.
  - Knowledge of SOE design and management, including GPOs and PowerShell Software.
Workplace Technology Engineer Intern

The Workplace Technology team manage dynamic challenges everyday to deliver the best technologies to drive productivity and collaboration and support the amazing people at Optus.

The Role

In this role you will:
• have a hands-on role in improving modern workplace technology to support Optus employees.
• play an active role in the gathering of business requirements, design and development of new capabilities to improve the end user experience of people at Optus.

Areas of Work

• **Identity Access Management (IdAM)** – analyse existing systems and review the onboarding process. Review birthright access policies and make recommendations to improve/automate current processes.
• **Asset management system** – review and understand the functionalities of the existing FileMaker system and explore the potential to migrate the system onto ServiceNow
• **Release management** – participate in the End User Technology Review Forum and maintain key internal systems and services. Potential to work in a variety of platforms including ServiceNow, UiPath and PowerAutomate.

Skills

- Interpersonal
- Adaptability
- Development
- Problem Solving

Technologies/Tools

- Yammer
- SharePoint
- Microsoft Teams
- Active Directory
- ServiceNow