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# DISCOVER:

## Winter Internship 2018

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# [OPS-WIN001] 2018 Winter Internship - Life Ops Claims (PruShield)

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## Job Description

During the internship period, you will receive opportunities in the following areas:

- Briefed on the concept of Insurance and the various functions within Life Operations in particularly on Claims.
- Exposed to adjudication and hands on experience of processing simple medical claims.
- Support the administration of Minor (Accident & Medical) and Enterprise Solution (ES) Claims in the following areas:
  - (i) Prepare and monitor medical report requests sent to medical practitioners and ensure timeliness and periodic follow-ups on such outstanding requests.
  - (ii) Hospital recovery: Identify and record all claims transactions whereby refund payments were received from medical institution. Adjustment in accounting records is to be completed after crediting of the refund payments into the specific claim transaction and accounts.
  - (iii) Compilation of daily ES claims documents received via claims portal or manual submission for distribution to claims assessors.
  - (iv) Record and compile list of ES insured members required for updating in the system by the Policy Administration team.

## Pre-Requisites

- Good communication, interpersonal and problem-solving skills
- Knowledge with Excel and Word

# [OPS-WIN002] 2018 Winter Internship - Life Ops Claims (Enterprise Solution)

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## Job Description

During the internship period, you will receive opportunities in the following areas:

- Briefed on the concept of Insurance and the various functions within Life Operations in particularly on Claims.
- Exposed to adjudication and hands on experience of processing simple medical claims.
- Support the administration of Minor (Accident & Medical) and Enterprise Solution (ES) Claims in the following areas:
  - (i) Prepare and monitor medical report requests sent to medical practitioners and ensure timeliness and periodic follow-ups on such outstanding requests.
  - (ii) Hospital recovery: Identify and record all claims transactions whereby refund payments were received from medical institution. Adjustment in accounting records is to be completed after crediting of the refund payments into the specific claim transaction and accounts.
  - (iii) Compilation of daily ES claims documents received via claims portal or manual submission for distribution to claims assessors.
  - (iv) Record and compile list of ES insured members required for updating in the system by the Policy Administration team.

## Pre-Requisites

- Good communication, interpersonal and problem-solving skills
- Knowledge with Excel and Word

# [OPS-WIN003] 2018 Winter Internship - Life Ops COE

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## Job Description

- Design and develop digital robotic workforce for Operations by leveraging on RPA (Robotics Process Automation) tool to demonstrate Proof of Value
- Collaborate with subject matter experts to understand the business needs and operational process and translate them into business requirements
- Carry out end-to-end testing, troubleshooting and training of software robots and programmed automations
- Developed operating manuals for software maintenance
- Provide and present business benefits from productivity efficiencies related to system enhancement/automation

## Pre-Requisites

- Self-starter who can do independent study and learning into a new technology subject area
- Strong passion in leveraging technology to solve real world problems by optimising work processes through automation
- High energy and drive to deliver on committed goals
- Strong analytical skills and logical approach
- Ability to work both independently professionals at all levels
- Knowledge of software methodology processes, and SDLC
- A programming background on any coding language
- Knowledge on various functions and formulas in Microsoft Office
- Excel will be an added advantage

# [OPS-WIN004] 2018 Winter Internship - Life Ops Operations Support

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## Job Description

### PROGRAMME:

- Introduction to Insurance Industry, specifically Prudential – Different functions of Operations.
- In-depth look into Billing and Collection function in Prudential.
- Supporting / assisting in performing daily functions within the department.
- Involvement in projects.

### WORK SCOPE:

- Assist in processing GIRO applications.
- Handling enquiries and exceptions.
- Updating of SOP.
- Involvement in process improvement projects.

# [OPS-WIN005] 2018 Winter Internship - Life Ops Operations Support

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## Job Description

### PROGRAMME:

- Introduction to insurance business knowledge
- In-depth look into Collection function in Prudential.
- Supporting / assisting in the current day-to-day running of the Collection team.
- Involvement in process improvement projects

### WORK SCOPE:

- Assist in payment receipting applications from various channel
- Assist in reconciliation from various payment channel
- Assist in handling enquiries, exceptions cases and service recovery
- Analyze current process and propose improvement ideas
- Ad hoc tasks assigned

## Pre-Requisites

- Must be detail-oriented with good follow through
- Willingness to take on some administrative tasks
- Positive attitude and work ethic

# [OPS-WIN006] 2018 Winter Internship - Life Ops Operations Support

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## Job Description

### PROGRAMME:

- Introduction to insurance business knowledge
- In-depth look into Collection function in Prudential.
- Supporting / assisting in the current day-to-day running of the Collection team.
- Involvement in process improvement projects

### WORK SCOPE:

- Assist in payment receipting applications from various channel
- Assist in reconciliation from various payment channel
- Assist in handling enquiries, exceptions cases and service recovery
- Analyze current process and propose improvement ideas
- Ad hoc tasks assigned

## Pre-Requisites

- Have basic knowledge of insurance

# [OPS-WIN007] 2018 Winter Internship - Life Ops New Business Admin

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## Job Description

- Administer new insurance applications across New Business department.
- Support bankers for pre and post sales enquiries
- Processing of requests received from customers/agents/bankers according to internal guidelines set
- Provide timely support and services to Financial Consultants and customers
- Handle appeals and cases escalated from customers/agents/bankers
- Identify areas of improvements in the existing guidelines
- Handling of mailbox enquiries, ensuring that emails received are attended to within SLA set
- Preparation of ad-hoc reports for management team
- Case management of applications
- Handle underwriting response to and from bank partners; ensure accurate and timely reports to the internal and external stakeholders to support pipeline management
- Follow up closely with underwriters and bank partners on applications
- Liaise with internal stakeholder to ensure applications are accepted promptly

## Pre-Requisites

- Keen learner and able to work independently
- Customer-oriented, with good interpersonal and communication skills
- Meticulous, able to process requests with accuracy and meet service standards
- Effective co-ordination and communication with stakeholders
- Ability to multitask in a fast-paced and challenging environment
- Possess a strong customer centric personality and mindset
- Flexible and adaptable to change
- Proficient in MS Office

# [RLC-WIN001] 2018 Winter Internship - Compliance

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## Job Description

Structured to provide insights on how a governance role supports the various business departments. As part of the internship, you will have the chance to learn through attachment in different functions within the Compliance department. You will learn about:

- How anti-money laundering checks are done;
- How to balance between regulatory and business requirements;
- The importance of fair and accurate disclosure in marketing, recruitment and training materials; and
- How do we monitor and ensure our sales force are selling products that are suitable for our customers.

You will also be involved in key Compliance projects and initiatives, some of which are on improving the existing way of doing things.

# [CUST-WIN001] 2018 Winter Internship - Customer Experience Management

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## Job Description

- Support the Customer Experience Management department in driving initiatives to increase customer engagement.
- Support the department in innovating and delivering CX programs, such as PruWay of Service, Customer Communications and Customer Engagement.
- Work alongside cross-functionally on delivering the customer programs
- End to end support including administrative support.

## Pre-Requisites

- Strong coordination skills, independent and mature worker in a high pace environment
- Meticulous and pay attention to details
- Team player with can-do attitude
- Excellent verbal and written communication skills, PowerPoint presentations is a plus

# [CUST-WIN002] 2018 Winter Internship – Customer Analytics

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## Job Description

Prudential Singapore is embarking on a modernisation phase of our analytics deployment company-wide. As part of empowering business with insights, Analytics team is helping business analyze data related to critical pathways in several key decision areas via interactive Qlik dashboards

At this stage, the roles and responsibilities will include

- o Building of QLIK BI Reports and Dashboards (based on pre-existing logic)
- o Running Test Scripts
- o Fixing Report / Dashboard presentation formats

As part of this role, you will learn to combine any number of data sources so business can freely explore across all data and instantly pivot decisions based on what is emerging.

## Pre-Requisites

Familiarity with QLIK Technology particularly QLIK Sense (Training will also be provided).

# [CUST-WIN003] 2018 Winter Internship – PRUprestige Loyalty Programme

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## Job Description

- Partnerships / Vendors – Sourcing for suitable partners for the PRUprestige programme (Birthday Offers)
- Marketing Communications – Assist with working with the creative agencies of the new programme materials. To also work on the internal/external communication pieces going out.
- Digital platforms – Learning to send communication out via in-house SMS and email platforms (marketing cloud).
- Administrative – Assist in the monthly communication mail outs, system testing etc.

## Pre-Requisites

- Positive attitude
- Pleasant demeanour
- Eagerness to learn

# [TO-WIN001] 2018 Winter Internship - Enterprise Business

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## Job Description

- Assess the marketplace for opportunities for growth that fit within the framework of the Enterprise Business strategy
- Perform data gathering and market research to generate insights to support key strategic projects for Enterprise Business
- Support team in developing various dashboard to drive insights
- Actively represent the Enterprise Business in internal and external Business Development activities
- Support team in developing collaterals as required i.e. thought capital
- Co-operate with other teams in the region

# [TO-WIN002] 2018 Winter Internship – Innovation

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## Job Description

In this role, you will support the Head of Innovation & the Innovation Delivery Lead to deliver innovation initiatives across the company to build a culture of innovation. The Head of Innovation is responsible for managing all aspects of strategic innovation initiatives and the team needs support from an Innovation Champion with an entrepreneurial approach and can-do attitude.

The right person will have a killer attitude to get the job down, when faced with much adversity and resistance. The person must be resilient and agile to keep trying new ways to deliver on a task.

### DETAILED JOB DESCRIPTION:

To be an innovation champion you will provide support to the innovation team to deliver different programs and activities of innovation, all with the intent to drive an innovative mindset to create a culture of innovation.

You will be agile, creative and have a strong interest to change the way we work and contribute to an innovation movement that demonstrates behaviors that we want all our staff to display.

The Innovation behaviors:

- Empathetic- Empathize with the worlds of others
  - Questioning - Question assumptions and look for new insights
  - Imaginative - Open our minds to all possibilities.
  - Iterative - Experiment and fail our way to success.
  - Visual – To be visual in how we work
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- Coordinate and planning for rolling out training – includes registration, event management, staff coordination
  - Work closely with the innovation and leadership team to manage meeting agendas and follow up actions.
  - Have an interest in new ways of working, including Design Thinking, Lean Startup, and Agile Development
  - Support the innovation team to coordinate activities and planning for co-creation workshops and high-stakes initiatives
  - Work collaboratively with Corporate Communications, Marketing and Facilities to create campaigns and drive engagement across the office and communications sent to staff
  - Research emerging technology and assist setup exhibits to engage employees and bring inspiration of the future of insurance or technology into the office environment.
  - Support the Innovation delivery lead to project manage POC's & MVPs

## Pre-Requisites

### BUSINESS SKILLS:

- At least 0-2 years of business experience
- Experience and interest in innovation, IT/digital or related fields
- Entrepreneurial approach or experience in startup environment a plus

### SOFT SKILLS:

- Good collaboration skills and an effective team player
- Excellent communication skills, both written and verbal, ability to communicate effectively and manage senior internal stakeholders
- Ability to bring together and work with cross functional teams and influence collaboration and change in ways of working
- Organised, methodical thinker with the ability to prioritise tasks
- Creative and innovative thinker with strong collaborative leadership skills.

# [FIN-WIN001] 2018 Winter Internship – Finance Operations (Expense)

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## Job Description

- Daily review and processing of vendors/staffs payments, in accordance with the company policies, FRS requirements and MAS & IRAS regulations, reconciliation and adjustment
- Assist in month-end closing including preparation of GL Entries, expense schedules/reports, etc (interfund schedule, CEO schedule, Provisions)
- Vendor and Staff creations (Prupayment and SUNGL)
- Budgets transfer/additions
- Administration Corp Credit cards and its settlement
- Any other ad hoc assignments

## Pre-Requisites

- Have working experience regardless of areas
- Meticulous, inquisitive and logical thinking

# [FIN-WIN002] 2018 Winter Internship – Finance Operations (Insurance Ops)

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## Job Description

- Administration of CISCO filing records and retention data
- Updating of SOP documentation.
- Reconciliation of payment listing reports and direct journals.
- Daily suspense reconciliation.
- Supports payment processing, its related record and adjustment
- Any other ad hoc assignments

## Pre-Requisites

- Have working experience regardless of areas
- Meticulous, inquisitive and logical thinking

# [FIN-WIN003] 2018 Winter Internship – Finance Operations (Distribution Compensation)

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## Job Description

- Daily processing of payments, deductions, recoveries and accounting of amount due to/from all the distribution channels by cut off time, its related reconciliation and adjustment
- Administers and compute compensation schemes due to distributors
- Preparation of monthly provision, amortisation, schedules according to the agreed accounting paper
- Make recommendations to improve operational processes and procedures.
- Answering of enquiries from internal and external stakeholders
- Support in any other assigned task as and when necessary

## Pre-Requisites

- Have working experience regardless of areas
- Meticulous, inquisitive and logical thinking

# [ACT-WIN001] 2018 Winter Internship – Actuarial Pricing

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## Job Description

- Maintain and enhance revised benefit illustration spreadsheet for new product launches, as well as provide system requirements
- Support in handling customer query
- Support product launches
- Review and enhance current information library
- Enhance pricing and quotation templates
- Assist in group quotations pricing
- Assist in processing of facultative cases and reinsurance reporting to Reinsurer
- Support and liaise with IT for system setup and changes/enhancements

## Pre-Requisites

- Basic understanding of insurance products
- Good technical, analytical and problem-solving skills, with the ability to work independently
- Strong in using Microsoft Office, especially in Excel and Word
- Excellent organisational skills

# [ACT-WIN002] 2018 Winter Internship – Corporate Actuarial (Development)

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## Job Description

- Assist in testing and enhancing tools and processes for special projects, including but not limited to Prophet Cloud implementation
- Design controls / SOP around these tools and processes

## Pre-Requisites

- Good technical, analytical and problem-solving skills, with the ability to work independently
- Experience with data processing software e.g. SQL/VBA is preferred

# [ACT-WIN003] 2018 Winter Internship – Corporate Actuarial (IF Management)

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## Job Description

- Build and maintain databases to be used for analytics
- Draw insights from the medical claims and policy database that can be used on our healthcare provider strategy, a key transformation objective for PACS
- Active participation in projects that allow us to utilize insights into our data to drive better financial outcomes.
- Discover hidden trends/insights/embedded patterns to allow business stakeholders to make better informed decisions
- Using advanced analytics methods including statistical analysis and predictive modeling, develop insurance business solutions based upon insights from data
- Assist in enhancing expense related illustration in Benefit Illustration to policyholder and provide actuarial support on system setup and implementation
- Handle queries related to the project
- Support supervisor on other special projects, including but not limited to financial KPI analysis, and communication to DVP
- Consolidate, explore and analyze data from multiple data sources within PACS.

## Pre-Requisites

- Good technical, analytical and problem-solving skills, with the ability to work independently
- Experience with data processing software e.g. SQL/VBA is preferred
- Good programming skills
- Knowledge of healthcare data is an advantage

# [ACT-WIN004] 2018 Winter Internship – Corporate Actuarial (IFRS)

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## Job Description

- Assist in SQL enhancement and validation
- Actuarial data maintenance and model point generation for valuation
- Assist in investigation on policies and data
- Assist in automation/ enhancement of processes
- Support supervisor on other projects, including financial analysis and actuarial reporting

## Pre-Requisites

- Good technical, analytical and problem-solving skills, with the ability to work independently
- Experience with data processing software e.g. SQL/VBA is preferred

# [ACT-WIN005] 2018 Winter Internship – Corporate Actuarial (RI)

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## Job Description

- Assist in reinsurance administrative process, not limited to design and automate reinsurance process
- Design and enforcement on controls / SOP around reinsurance system setup and changes/enhancements
- Assist in reinsurance reporting to Finance and ERM
- Answer queries related to reinsurance from Claims department
- Support supervisor on other special projects, including but not limited to financial KPI analysis, and communication to DVP

## Pre-Requisites

- Good technical, analytical and problem-solving skills, with the ability to work independently
- Experience with data processing software e.g. SQL/VBA is preferred

# [ACT-WIN006] 2018 Winter Internship – Corporate Actuarial (PFM)

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## Job Description

- Assist in annual Par bonus declaration and implementation process
- Assist in request for revised benefit illustration escalated to Actuarial
- Assist in policy enquiries escalated to Actuarial
- Assist in documentation relating to Par and UL processes
- Assist in other ad hoc requests / projects relating to Par and UL business

## Pre-Requisites

- Good technical, analytical and problem-solving skills, with the ability to work independently
- Experience with Microsoft Excel VBA is preferred

# [PD-WIN001] 2018 Winter Internship – Partnerships Distribution (Business Management)

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## Job Description

1. Work closely with the Business Management and New Partnerships teams to identify and drive new initiatives and opportunities to grow the business through new partnerships and segments
2. Support optimisation and management of operational processes and systems behind Partnerships Distribution's operational Business-As-Usual items
3. Work closely and coordinate with key stakeholders for the delivery of operational support for all Partnerships in Partnerships Distribution
4. Co-design and deliver customer centric insurance solutions
5. Assess the business model of new partners to co-develop the service and sales strategy to deliver a successful needs-based solution to customers

## RESPONSIBILITIES:

- Help grow and support a sales team positioned to provide overall management of sales and service strategy execution to achieve New Partners financial targets
- Support the Business Management and New Partnerships teams in direction and sales management, while ensuring the teams adhere to all regulatory requirements
- Work closely with the New Partnerships team to improve operational processes and direct sales based on customer and performance analytics
- Co-develop and execute innovative sales positioning
- Identify opportunities to improve internal processes and procedures within and external to the department to enhance overall Partners quality experience
- Effectively communicate and maintain relationships with all key stakeholders, including customers

## Pre-Requisites

- Exhibit ability to effectively communicate and deliver excellent interpersonal skills
- Possess leadership and stakeholder management skills
- Has analytical and strong problem-solving abilities
- Willing to take on challenges in a fast-moving environment

# [HR-WIN001] 2018 Winter Internship – Culture

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## Job Description

1. Participate in and plan culture related events to drive adoption of values within the organization.
2. Plan, coordinate and execute events for the Culture team within approved budget and timelines covering venue, F&B, logistics & communications to participants
3. Support content creation & communication materials; including EDMs, and collaterals where necessary
4. Liaise with various internal and external parties to ensure smooth execution of events and related activities
5. Independently manages on-site set-up from start to end working collaboratively and independently with stakeholders within the organisation to make things happen
6. Assess, evaluate and incorporate learning on what has or has not worked – measure effectiveness of programme through compiling and analyzing feedback
7. Prepare and update results, dashboard & provides insights supporting data
8. Provide operational project management support on ongoing programmes & events within the culture space

## Pre-Requisites

- Excellent communication skills, both written and verbal, ability to communicate effectively and manage stakeholders
- Independent, focused, works well across different functions
- Experience in project management/event planning.
- Proficient in MS Office Suite (Qualitative and Quantitative), PowerPoint, Excel, Word

# [HR-WIN002] 2018 Winter Internship – Learning & Development

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## Job Description

During the internship period, you will work within the HR, Learning and Development Team. You will receive the opportunity to:

- Support the comprehensive L&D development cycle covering planning and project management of in-house and external programmes for the personal and professional development of employees
- Support 2019 talent needs and identification of relevant capabilities/competencies for employee development
- Support migration of the Learning Management System impacting employee company-wide
- Review effectiveness of learning and development interventions and review fit-for-purpose
- Manage and update information in learning management system (LMS) to ensure coherence, relevance & accuracy
- Support mobilization of activities, logistics and project management for events such as the LMS launch

## Pre-Requisites

- Is working towards his/her Bachelor of Business, majoring in Human Resource preferred
- Has excellent communication, interpersonal and problem-solving skills and is client-centric
- Has demonstrated strong leadership ability through active participation in extra-curricular activities in the course of their studies
- Is keen to pursue a career in learning & development and understands the impact it brings

# [HR-WIN003] 2018 Winter Internship – Talent & Performance

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## Job Description

- Be a part of the implementation of talent management programmes, such as working with training vendors to carry out implementation logistics
- Hone your interpersonal skills through gathering of information from stakeholders to prepare materials on talent and performance management on an ad-hoc basis

## Pre-Requisites

- Strong verbal and written communication skills
- Strong interpersonal skills
- Open to all academic fields

# [HR-WIN004] 2018 Winter Internship - Community Investment

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## Job Description

To support Prudential Singapore's Community Investment function encompassing education, health, arts and the environment.

### RESPONSIBILITIES

- Conduct research on community investment topics related to health, education, arts and the environment
- Support with collaterals development including writing, designing and coordinating with third parties
- Assist with project implementation, coordination with internal employees and external third parties
- Provide onsite support for community outreach events, as well as pre- and post-event support with volunteer management
- Support with administrative work

## Pre-Requisites

- Experience conducting research
- Good written and verbal communications skills
- Proven ability to manage project deadlines effectively
- Proficiency with Microsoft Office (Excel, PowerPoint, and Word)

# [HR-WIN005] 2018 Winter Internship - HR Operations

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## Job Description

- The individual will be responsible for documenting all myHR system processes and at the end of the internship deliver a systems manual which will record the steps to be taken for all types of myHR system data entry
- Produce a series of simple step-by-step guide for employees to encourage employee self-service

## Pre-Requisites

- Possess strong process mindset to clarify information shared
- Detailed oriented
- Inquisitive mindset to question existing ways of doing things

# [HR-WIN006] 2018 Winter Internship - HR Analytics

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## Job Description

- Participate in and support HR analytics projects to provide insight for better decision making.
- Brainstorm, discuss and plan various possible analytics approach to practical issues.
- Support data preparation, qualitative/quantitative analysis, data visualisation

## Pre-Requisites

- Excel proficiency at least
- Knowledge of SPSS/SAS, Tableau, and "R" would be beneficial, although not compulsory

# [IT-WIN001] 2018 Winter Internship - Business Analysis (Distribution)

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## Job Description

- Provide documentation support for requirements gathering; process analysis; gap analysis; design of new functionality; and user acceptance testing
- Participate in project walkthroughs: business requirements gathering, design walkthrough, user acceptance test plans and implementation activities

## Pre-Requisites

- Good communication, interpersonal and problem-solving skills

# [IT-WIN002] 2018 Winter Internship - Business Analysis (Product Delivery)

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## Job Description

### Responsibilities

- Support Product Delivery Team up to and including the successful deployment of the product.
- Conducts UAT in all systems; PruOne Express and PruBase

### Work Scope

- Prepare, Conduct UAT, raise investigation requests and ensure that the scenarios are comprehensive and exhaustive.
- Update test results with proper and complete documentation.
- Raise Investigation Request (IR), follows through with the IR and ensures that the IR is retested and resolved completely before the UAT is signed off.
- Prepare, document and update the SOP.
- Completes deployment checks.

## Pre-Requisites

- Proficient in Microsoft Word/ Excel/ Powerpoint

# [IT-WIN003] 2018 Winter Internship - Data Analytics (Data Engineer)

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## Job Description

- The intern would get an opportunity to work on Big Data Technologies including Hadoop, Spark, Kafka, Hive.
- The scope of work would include enhancing the existing frameworks and exploring new technologies.
- These would include Batch processing using Apache Spark, Stream processing using Kafka & Spark Streaming.
- Candidate would get exposure to programming languages like Scala, Python, R.

## Pre-Requisites

- Basic knowledge of computing which includes Windows & Linux file systems. Understanding of one of the programming languages like Java / C# / Python.
- Scripting knowledge with DOS / Bash script would be an advantage.

# [IT-WIN004] 2018 Winter Internship - PRUONE ServiceDesk

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## Job Description

- To provide 1st Level support for all sales applications for the sales force.
- Handling walk-in, incoming calls and email enquiries from sales force with demonstration of excellent customer service skills to meet and exceed customers' expectations. Responsibilities include but not limited to:
  - Service walk-in FCs at Scotts and FXT,
  - Manning of PRUONE Service Desk Hotline and PRUONE Service Desk common mailbox,
  - Manning of Premier Hotline and Premier common mailbox,
  - Perform hardware trouble-shooting.
- Follow up and resolve issues and ensure it is close to satisfaction
- Escalation of any advance cases to high-level IT support specialists and business subject matter experts if there are any unresolved issues within the agreed procedure
- Log all service desk interactions and document issue resolution using the ITSM system.
- Maintain accurate inventory of all hardware and software resources and parts relating to the sales applications
- Participate in ad hoc projects as required
- Proactively identify areas of service and process improvement and make recommendations to the team leader
- Work closely with team members and leaders at all times to achieve quality results and productivity
- Onsite system support if required.
- Any other duties assigned by the team leader

The following skills will be taught to the interns:

- Technical skills – Service Desk Analyst frequently plays a direct role in resolving user issues. Therefore interns will be trained with technical and computer skills
- Problem-solving skills – Service Desk Analyst is primarily problem-solver, so interns will be trained on how to devise technical and creative solutions to user issues
- Communication skills – Being a Service Desk Analyst, he/she is required to gather data about problems, prepare detailed notes and reports, and walk users through the steps they can take to resolve software and hardware issues. Hence, interns will be trained on how to communicate effectively.
- Time management – Service Desk Analyst needs excellent time management skills and should be able to set priorities when handling multiple cases
- Team collaboration – Service Desk Analyst routinely works with other IT personnel or business user to resolve user issues, so they need to successfully collaborate with team members and coworkers

### Working Hours

All PSD staffs will have 5 work day including one of the weekends/public holiday.

#### **Mon to Fri:**

- AM shift: 9am to 6.30pm
- PM shift: 12.30am to 10pm

#### **Sat** (either one of the 3 time slots):

- 9am to 2pm OR
- 1pm to 6pm OR
- 5pm to 10pm

#### **Sun / Public Holiday:**

- 12noon to 5pm

## Pre-Requisites

- Strong knowledge of Microsoft based operating systems, as well as Apple Mac OS (Installation, troubleshooting and support)
- A team player must enjoy a fast-paced and dynamic environment, with proven ability to manage stress in a high-volume work environment.
- Service oriented and willing to take on challenges.
- Meticulous and pays high attention to details.
- Willing to work on shift and weekends / public holidays.
- Good verbal and written communication skills in English.
- Experience in Insurance Industry would be a plus
- Previous Helpdesk / End-user support experience would be advantageous

# [IT-WIN005] 2018 Winter Internship - Technical Support (IT)

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## Job Description

- Provide professional and timely support our staff. These technologies include personal computing platforms (desktop, laptops, tablets, printers, fax machines, etc.), mobile devices, and conference room technologies (projectors, flat-screens, conference phones, etc.) and all associated software.
- Resolves technical problems and provide excellent customer service over the phone, remotely and in person
- Utilize incident management system to receive, track and close incident or service requests
- Escalate to management on recurring problems and patterns of problems that may be widespread or affecting our staff.
- Provides recommendations for end user technology based on historical problem solving and experience.
- Research and test potential new software and hardware products that are introduced into our environment.
- Interacts regularly with other technology teams as well as external vendors to maintaining product and system knowledge.
- Participate in improving the current support processes and procedures.

## Pre-Requisites

- Good communication, interpersonal and problem-solving skills