# Position Description

**This placement is only available to Swinburne students who are eligible for Professional Placements program.**

**A Professional Placement** is a 6 or 12 months full-time paid placement for undergraduate students who have completed at least half of their degree with a credit average.

**Host organisations:** Please complete a Position Description highlighting the benefits of the placement from the student's point of view and being as detailed as possible.

**Students:** Ensure your resume is tailored to the position description below. Create a competitive Cover Letter and Resume showing your interest in the host organisation and addressing the Knowledge/Skills Required section. Be careful to follow instructions and submit a transcript of results if requested. We also recommend you utilise all of our resources on Cover Letters and Interviews prior to applying.

If you have any questions regarding the role, please contact profplacements@swin.edu.au. and the Employability team will reach out to the host organisation on your behalf.

| HOST ORGANISATION DETAILS | |
|---|---|
| Name of host organisation | Loop Software |
| Host organisation profile | Loop Software is a software development company that has a strong history of providing robust solutions to assist schools to manage teaching and learning. Since 2002 we have been working alongside schools and systems to understand the complex requirements in this space, and have developed a reputation for being consultative, responsive and deeply interested in the success of schools.<br><br>Our flagship product is a Learning Management System (LMS) called Daymap. Daymap was developed with the goal to assist teachers and schools in improving outcomes for students and to enhance the personalised learning experiences made possible by the increasing use of technology in schools.<br><br>It is a genuine one-stop-shop that streamlines the multitude of functions necessary for a school to operate. It provides teachers with tools to create engaging learning experiences, it provides students with an organised structure to their learning, and it provides parents with real time progress reporting. Daymap is used in over 100 schools across Australia including Victoria, South Australia, NSW and Queensland.<br><br>Our main office is located in Nunawading Victoria with several staff working interstate |
| Host organisation values | Over decades Loop Software has gained a wealth of experience in Microsoft's development platform, the gold-standard for power-house business applications.<br><br>What sets us apart from others is the ability to combine our knowledge and experience with the understanding of how technologies come together into an integrated business solution. |

| ABN | 69 159 198 366 |
| --- | --- |
| Website | https://daymap.net/ |
| Address *(street, suburb, postcode)* | Suite 10, 317-321 Whitehorse Rd Nunawading Vic 3131 |

| **PLACEMENT DETAILS** | |
| --- | --- |
| Placement job title | Technical Support |
| Role reports to *(name and title)* | Nathan Griggs – Support Manager |
| Supervisor support to students | **Nathan Griggs Support Leader**<br>**Brendan Peterson Support Members**<br><br>Support Overview:<br>- An induction procedure<br>- Buddy system<br>- Offer technical help and advice<br>- Daily Stand up with other team members<br>- Weekly catch up with support leader/manager Loop Software Placement.docx Department name and profile Daymap Support Support Manager |
| Department name and profile | The support team is responsible for processing support tickets from our customers. While some tickets are informative in nature (how to advice to a school on how to use the product) a large portion of tickets are technical in nature and require a deeper investigation into the database, code base or the underlying networking/system infrastructure. We are supportive team and encourage a collaborative environment.<br><br>Typically support tickets require demonstrations of technical ability including:<br>• Writing/Reading SQL queries<br>• Reviewing existing code (.Net C#/.Net)<br>• Networking<br>• Cloud (Azure) |
| Onboarding/induction process | When onboarding new Support members they will be introduced to the product with a formal presentation from our product experts. Dedicated team members will introduce them to our internal system. (CRM, ticketing system and knowledge base) New Support members shadow existing support members to learn day to day operations and become familiar with our Knowledge Base and documents available in our file repositories.<br><br>They will be introduced to our code base and be required to install a local version of our product on your work machine.. |
| Work arrangement | ☐on-site ☐remote/working from home ☒hybrid |

| Duration of placement [1]* | ☐6 mths ☒12 mths | Weekly working hours (38/40) | 38 |
| --- | --- | --- | --- |
| Preferred start date (DD-MM-YYYY) | June/July 2023 | | |
| Payment: annual salary (excluding super)[2] | $43,000 | Number of students required | 1 |
| Is this opportunity exclusive to Swinburne? | ☒Yes ☐No | | |

| ROLE DETAILS | |
| --- | --- |
| Duties and responsibilities | -Support Tickets<br>-Assisting customers |
| Core knowledge & technical skills required to perform this role | Essential Skills<br>- Basic SQL (Can run basic query SELECT, UPDATE, DELETE, ect)<br>- Basic Programming comprehension (C#/VB.Net)<br>- Competent at reading and writing English Desirable Skills<br>- Customer relations experience (email/written communication) |
| Other skills including transferable/soft skills | • Communication<br>• Time management<br>• Problem-solving |
| Any other information (*E.g. require driver's license, Police check, vaccination etc.*) | **Police Check**<br>**Working With Children's Check** |
| APPLICATION DETAILS | |
| Equity information | We encourage applicants from diverse backgrounds to apply. We are committed to making our recruitment and placement arrangements fair and equitable. If you would like to discuss specific accessibility or support requirements to help you demonstrate your ability during the recruitment process or do your best work if you are placed with us, please contact **Nathan Griggs** for a private discussion. |
| Application documents required | ☒ Cover Letter  ☒ Resume  ☒ Academic Results ☐ Other: (please specify) |
| Other Application documents required (*E.g. Portfolio*) | |
| Application closing date [3] | |
| Application address to | *Name and title of Host contact that applications should be addressed to.* |
| How to apply | **All applications must be submitted via InPlace** |

*\*Placements commencing in August/September will need to be less than 12 or 6 months in duration to ensure the students will be able to return to their studies in the following semester/year.*

[1] *International Students can only undertake a 12-month placement.*

[2] *Professional placements are paid as a direct hire arrangement, and the host organisation and the student enter into a full-time fixed term employment contract for the duration of the placement. The host organisation agrees that the student is paid within regulatory requirements of all State and Federal legislation pertaining to the Fair Work Commission.*

[3] *Students should apply via InPlace earlier rather than later, as applicants may be interviewed and appointed before the application closing date.*

## NOTE TO STUDENTS

**WHAT HAPPENS IF YOU GET AN OFFER?**

Students should not continue to apply for placement opportunities once they have accepted an offer.  Once a student receives and accepts an offer, the expectation is that you will honour that agreement and advise any other organisations you have secured an interview with that you have obtained another placement.

If you are unsure whether the opportunity is right for you, or if you are waiting to hear back from another interview, you may like to consider asking the organisation making the offer for 48-hours to consider their proposal.  Students should factor in the risk of being perceived as not interested when deciding if asking for additional time to consider the offer is in their best interests.

A Professional Placement is an academic program, and it is a requirement that a student on a placement must be enrolled in the two Professional Placement academic units of study each semester (Integrated Professional Placement and Work

Experience in Industry) which are delivered online. If you withdraw from one or both units, your placement with the host organisation will be automatically terminated.

## DISCIPLINE(S) RELATED TO THE ROLE

**The following section is to be completed by the Swinburne Academic WIL Coordinator**

### Arts and Humanities
☐ Criminology
☐ History/ Philosophy
☐ International Relations
☐ Politics
☐ Social Science

### Business
☐ Accounting
☐ Commercial Law
☐ Entrepreneurship
☐ Finance
☐ Human Resource
☐ International Business
☐ Management
☐ Marketing
☐ Logistics & Supply Chain Management

### Communications
☐ Advertising
☐ Creative/Professional Writing
☐ Digital Advertising/Marketing
☐ Film & Animation
☐ Film & TV
☐ Journalism
☐ Media
☐ Public Relations
☐ Social Media

### Design
☐ Architecture
☐ Branded Environments
☐ Communication/Graphic Design
☐ Digital Media Design
☐ Industrial Design
☐ Interaction Design/UX
☐ Interior Architecture
☐ Photomedia

*Please note: Interior Architecture & Industrial Design are honours programs only- contact us for more details.*

### Engineering
☐ Aviation Management
☐ Biomedical Engineering
☐ Product Design Engineering
☐ Electrical and Electronics
☐ Robotics/Mechatronics
☐ Civil Engineering
☐ Mechanical Engineering

### Science
☐ Biochemistry
☐ Biotechnology
☐ Chemistry
☐ Environmental Science
☐ Mathematics
☐ Physics

### Health Science
☐ Applied Statistics
☐ Biomedical Science
☐ Clinical Technologies
☐ Health Communication
☐ Neuroscience
☐ Nutrition
☐ Psychology & Forensic Science
☐ Psychology & Psychophysiology

### Information Communication Technologies and Games
☐ Business Analysis
☐ Computer Science
☐ Cybersecurity
☐ Information Systems
☐ Games and Interactivity
☐ Software Development
☐ Software Engineering
☐ Telecommunications
☐ Networking
☐ Web Development

☐ **Law**
☐ Other: (Please specify)