

PROFESSIONAL PLACEMENTS

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	Advance Vision Technology Pty Ltd
Host organisation profile	<p>Advance Vision Technology (AVTech) is a fierce competitor in the ICT solutions market with more than 30 years industry experience. We are growing throughout Australia and Asia so we need passionate individuals to join our international team.</p> <p>Our team knows that partnering is an important strategy for delivering the broad range of solutions that today's competitive market demands, and our strategic alliance partnerships allow us to deliver solutions that yield high returns for our clients.</p> <p>From consulting and project management, to establishing and integrating an entire infrastructure from the ground up, AVTech can do it for you.</p>
Host organisation values	<p>Our mission is to understand your business needs first and foremost. By understanding individual needs and requirements we are then able to offer the objective advice needed to make optimal business and technology choices.</p> <p>We are about more than just technology solutions. We are about delivering business value and enabling processes that improve productivity. We take our commitment to our clients seriously, with service delivery based on proven systems and industry best practice and standards. Our knowledge of the industry, along with our strategic global partners, enables us to operate on an extremely broad scale, with an intimate client focus.</p> <p>AVTech offers both professional solutions and value-added services to help maximise your company's potential.</p>

ABN	13 651 119 587 Click or tap here to enter text.		
Website	www.avtech.com.au		
Address (street, suburb, postcode)	8/435 Williamstown Rd, Port Melbourne VIC 3207		
PLACEMENT DETAILS			
Placement job title	Service Desk Analyst (internship)		
Role reports to (name and title)	Ellen Thompson – Managed Services, Team Leader Jimmy Tran – Services Delivery, Team Leader		
Supervisor support to students	The student will be directly reporting to the team leader and managed services management team with regular mentoring sessions and catch-up meetings either daily or weekly as required.		
Department name and profile	The student will be working within the Managed Services team of the Infrastructure Services department. The student should be tech-savvy and eager to learn as they will be mentored by the team and work very closely with team leaders on day-to-day customer support.		
Onboarding/induction process	Regular onboarding and induction procedures will be applied to ensure HR and Line Managers can appropriately collaborate to streamline the introduction and induction of the new employee.		
Work arrangement	<input checked="" type="checkbox"/> on-site <input type="checkbox"/> remote/working from home <input type="checkbox"/> hybrid		
Duration of placement ^{1*}	<input type="checkbox"/> 6 mths <input checked="" type="checkbox"/> 12 mths	Weekly working hours (38/40)	38
Preferred start date (DD-MM-YYYY)	21 st June 2023		
Payment: annual salary (excluding super) ²	\$50,000	Number of students required	1
Is this opportunity exclusive to Swinburne?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
ROLE DETAILS			
Duties and responsibilities	<p>AVTech is seeking a dynamic team player with a keen interest in technology and excellent customer service experience to join our Managed Services team as a Service Desk Analyst.</p> <p>As a Service Desk Analyst, you will act as the point of contact for all customer enquiries, ensuring end-user incidents and requests are captured, validated, and triaged as appropriate.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> Proactively monitor aspects of the client's infrastructure, including network devices and servers, as well as performance and availability; Identify the nature of NOC alerts through AVTech best practices, incident management procedures, and escalations processes; Maintain and monitor Antivirus (AV) and Endpoint Detection & Response (EDR) software; Maintain system back-ups and support disaster recovery; Deploy and maintain software on customer devices; Manage Microsoft Windows workstation and server Operating System (OS) patches; Manage service request tickets throughout the lifecycle; Diagnose and remediate network device, server and network performance monitoring alerts; Build and maintain excellent client relationships; 		

	<ul style="list-style-type: none"> • Respond promptly and courteously to all NOC alerts and actively keep customers informed of the progress of incidents; • Work as a member of a team that provides high-quality service, is self-motivated, cooperative, effective and maintains interpersonal relationships; • Work closely with Managed Services and Service Delivery Team Leaders on day-to-day customer support adhering to Service Level Agreements (SLA); • Manage internal NOC systems, policies, and procedures to ensure continuous improvement of services; • Coordinate ticket and support resources in a corporate ICT environment; • Remain accountable for reducing business risk from day-to-day activities; • Documentation and reporting as required; • Complete technical training and certification as required.
Core knowledge & technical skills required to perform this role	<p>Currently undertaking a Bachelor's degree in Computer Science or a related ICT discipline;</p> <ul style="list-style-type: none"> - ITIL knowledge or certification is preferred; - Strong computer literacy and proficiency in MS Office/Antivirus/backup software; - Solid experience delivering high-quality customer service via phone and email; - Excellent communication and documentation skills; - Excellent time management and service resource coordination skills; - Ability to work independently while also fostering and promoting a team environment; <p>Exposure to and interest in the following technologies and solutions:</p> <ul style="list-style-type: none"> - Network switches, routers, firewalls and wireless; - Desktop and server administration (Windows 7-11, Server 2008-2022); - Microsoft Windows Patch Management; - Backup and Disaster Recovery; - Endpoint security (Antivirus, EDR).
Other skills including transferable/soft skills	<ul style="list-style-type: none"> • Professionally presented; • A positive, results-oriented and customer-focused attitude; • Strong qualitative, analytical, attention to detail and strategic thinking ability; • Self-motivated and if required, willing to work outside the normal business working hours to meet business and client expectations; • Driven, passionate and prides themselves in delivering successful outcomes; • The ability to adapt quickly to a changing environment that often requires proactive thought and innovation.
Any other information (E.g. require driver's license, Police check, vaccination etc.)	

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 Ellen Thompson (ellen.thompson@avtech.com.au) for a private discussion.
Application documents required	<input checked="" type="checkbox"/> Cover Letter <input checked="" type="checkbox"/> Resume <input checked="" type="checkbox"/> Academic Results <input type="checkbox"/> Other: (please specify)
Other Application documents required (E.g. Portfolio)	Academic Results copy is mandatory.
Application closing date ³	June 2023
Application address to	Ellen Thompson
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
<p>WHAT HAPPENS IF YOU GET AN OFFER?</p> <p>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.</p> <p>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.</p> <p>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.</p>

OFFICE USE ONLY					
Approved by WIL Coordinator(s)	<input type="checkbox"/> Yes <input type="checkbox"/> N/A	Name(s)		Date	

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)

