

Internship Project : O&O Services and Support

GENERAL INFORMATION

Name of Entity:	Schneider Electric	Date:	
Function/Department:	Operation & Optimisation (LOB 5), Services and Support		
Position Title:	Junior Engineer, Trainee Engineer	Job code:	
Name of Position Holder:			
Reports to (position title):	Services Product Manager	Prepared by:	Karun Sukhwani
No. of Subordinates:	Direct - 1	Indirect -	10+
Geographical Responsibility:	<input checked="" type="checkbox"/> Country <input type="checkbox"/> 2 or more Countries <input type="checkbox"/> Zone <input type="checkbox"/> Operating Div. <input type="checkbox"/> Global		
	Zone - e.g. G China, G India, NEA, Pacific, SEA; OD - e.g. APOD, EOD, NAOD, IOD		

MISSION

Hire and develop and intern <ul style="list-style-type: none"> - For a potential full time placement in the future - Promote Schneider brand across various Universities as an employer of choice
<i>(What is the main focus of this internship)</i> <p style="margin-left: 20px;">This intern will work on a strategic project (automated support renewals) & Invensys Integration project (CRM, KB and LMS migration) and assist with technical activities for validation and product support enquiries</p>
<i>(What is the expected contributions of the position to the results of the organization)</i> <ul style="list-style-type: none"> - Increased services revenue - Quality assurance on integration projects - Accelerate development of training and elearning modules - Increase responsiveness to customer for their support issues

REQUIREMENTS

Education:	Electrical Engineering Software Engineering Currently studying towards an undergraduate degree qualification
Job Related Experience:	N/A
Business Understanding:	Electrical, Automation and Software Industry awareness
Others (e.g. language skills, technical skills):	- Distinction average in Software and Computer Systems Subjects, Comms Skills

AREAS OF RESPONSIBILITIES / ACCOUNTABILITIES

(Describe the nature, scope, level of improvements to new ideas, etc.)

LEVEL

*(Full, Partial, Supportive)

MEASUREMENT

(Quantitative or quality criteria to achieve responsibility)

AREAS OF RESPONSIBILITIES / ACCOUNTABILITIES	LEVEL	MEASUREMENT
- Modernise the Simulation Program (InControl)	- Full	- Full Modernisation done in 4 weeks
- Convert SCADA and Historian reference projects to System Platform	- Partial	- Collaborative effort. Measurement would be feedback from Validation Specialist
- assist with PDF / word to Flare migration for training manuals	- Supportive	- Collaborative effort. Measurement would be feedback from Instructional Designer

- assist in development of e-learning modules	- Supportive	- Collaborative effort. Measurement would be feedback from eLearning Developer
- collate feedback re product certification exams and make changes to the certification system. Also, mark questions that should not be included anymore as they test old methods. ..replacing with new features, but also needs to be aligned with content in training manuals.	- Full	- Customer Satisfaction rating on the new exam system (90% and higher)
- - Beta test the new LMS	- Full	- Less than 2% perceived difference between Intern's assessment and Customer assessment on the Quality of new LMS
- Support Offer; extract data from CRM and identify high value contract renewals globally that have either expired <3 month and due to expire within next 3 months. Also if time allows, some data mining to determine how our marketing activities can better align with end customer purchasing behaviour. E.g: if the majority of our customers opt out of Support after x years, then we need to target our messaging accordingly	- Supportive	- Collaborative effort. Measurement would be feedback from Service Product Manager
- Deployment of an Automated Subscription and Renewal	- Supportive	- Collaborative effort. Measurement would be feedback from Service Marketing Manager
- Assist with Customer Support issues and fault replication	- Supportive	- Collaborative effort. Measurement would be feedback from buddy support engineer

Full : Fully responsible for the results of the work

Partial : Partially responsible for the results of the work

Supportive : Provide support to the person accountable for the results of the work.

contact pace.science@mq.edu.au for more information