HKT STEM Internship Program – 2021/22 Intake (Semester 2)

Who we are?

HKT is Hong Kong's premier telecommunications service provider and a leading innovator. HKT delivers end-to-end integrated solutions employing emerging technologies such as 5G, cloud computing, Internet of Things (IoT) and artificial intelligence (AI) to accelerate the digital transformation of enterprises and contribute to Hong Kong's development into a smart city.

Riding on its massive loyal customer base, HKT has also built a digital ecosystem integrating its loyalty program, e-commerce, travel, insurance, FinTech and HealthTech services.

Why join us?

Culture

- An energetic, friendly workplace and a taste of diverse working cultures
- A like-minded community that you can exchange ideas and interests with teammates
- A chance to network and build connections

Exposure

- Gain real-business-world knowledge through hands-on experience
- Inspired by talented and experienced leaders as a mentor on your career development

Internship Opportunities

*You can apply for more than one internship position. Please indicate your preference AND priority of your choice in the application*.

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<tr>
<th>No.</th>
<th>Business Unit</th>
<th>What’s in it for you for each internship opportunity?</th>
<th>Internship Job Ref. Code</th>
<th>How to join</th>
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<tr>
<td>1</td>
<td>Business Technology Unit</td>
<td><strong>AI Chatbot project</strong> - Build up VoiceBot and amend IVR callflow, collect user requirement and prepare the Functional Requirement Specification or related documentation</td>
<td>STEM2021W-BTU-01</td>
<td>Please refer to <strong>P.4 for more details</strong> of each opportunity. Please submit your application to <a href="mailto:career-tech@pccw.com">career-tech@pccw.com</a> with the internship Job Reference Code(s) being indicated.</td>
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<td>2</td>
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<td>3</td>
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<td><strong>Digital transformation project</strong> - Utilize tools and techniques to the full extent to create and present design solutions</td>
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<td>4</td>
<td>Commercial Group</td>
<td><strong>Unified communications solution</strong> - Market research and user-experience development</td>
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<td>Please refer to <strong>P.5 for more details</strong> of each opportunity. Please submit your application to <a href="mailto:queenie.ky.lai@pccw.com">queenie.ky.lai@pccw.com</a> with the internship Job Reference Code(s) being indicated.</td>
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<td>5</td>
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<td><strong>PropTech and Smart Construction</strong> - Video Analytics and AI application</td>
<td>STEM2021W-COM-02</td>
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<td><strong>InsurTech</strong> - Trend, technologies, case usage, comparison for the insurance industry</td>
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<td></td>
<td><strong>Med Tech (Technology)</strong> - Identify the types and usage of medical</td>
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<td>8</td>
<td>Med Tech (Operation)</td>
<td>Understand the daily operation of doctors/nurses/hospital staff in public hospitals</td>
<td>STEM2021W-COM-05</td>
<td>Please refer to P.9 for more details of each opportunity. Please submit your application to <a href="mailto:career-engineering@pccw.com">career-engineering@pccw.com</a> with the internship Job Reference Code(s) being indicated.</td>
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<td>9</td>
<td>Application Programming Interface Gateway</td>
<td>Identify the functionalities and target segments of different API Gateway in the market</td>
<td>STEM2021W-COM-06</td>
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<td>10</td>
<td>Smart Building App</td>
<td>Identify the future trend on user app in different property types but not limited to residential buildings, commercial buildings, student hostels &amp; hotels</td>
<td>STEM2021W-COM-07</td>
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<td>11</td>
<td>Fintech and Insurtech Web &amp; Mobile Application</td>
<td>Development for Banking and Insurance digitization</td>
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<td>12</td>
<td>Robotic Process Automation RPA development</td>
<td>Application and System Monitoring development on AppDynamics</td>
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<td>13</td>
<td>API Gateway and related software services</td>
<td>Create, maintain, monitor and control security</td>
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<td>14</td>
<td>Application Development for System &amp; Network Performance</td>
<td>Monitoring and Analytics (Enterprises’ Managed Service Portal)</td>
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<td>15</td>
<td>Cloud, SaaS, Network and Wi-Fi</td>
<td>Managed Service Support</td>
<td>STEM2021W-COM-12</td>
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<td>16</td>
<td>Private/Public Cloud infrastructure implementation</td>
<td>Installation, conduct system testing and commissioning and update project documentation</td>
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<td>17</td>
<td>Engineering</td>
<td>Smart City Technology - Knowledge and Information related to Smart City Technology, Fee Collection Industry, Public Service, etc… can be gained via the Smart Meter Project</td>
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<td>18</td>
<td>IP phone system &amp; network setup (over 100 call center operation)</td>
<td>IP phone system design and technical knowledge, experience in control center operation</td>
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<td>High-speed broadband Design in villages; Telecom Infrastructure Design in the building; Contractor Management; Operational Review</td>
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<td>20</td>
<td>Energy management</td>
<td>Skills for building facilities</td>
<td>STEM2021W-ENG-04</td>
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<tr>
<td>21</td>
<td>Participation in Digital Transformation Projects</td>
<td>To enhance the daily operation and gain experience in workflow design and program coding (e.g. Robotic Process Automation (RPA), Python…) during the project implementation</td>
<td>STEM2021W-ENG-05</td>
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<td>22</td>
<td>5G build up</td>
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<td>An expert algorithm-based and/or AI-based method to enable effective and accurate change of detection and also projection to enable 5G traffic projection for priority 5G deployment as well as preventative fault/failure management</td>
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<td>24</td>
<td>5G build up</td>
<td>5G network rollout, site design, planning database rebuilding and tool development</td>
<td>STEM2021W-ENG-08</td>
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<tr>
<td>25</td>
<td>Loyalty, Digital and Analytics</td>
<td>Martech and digital user experience - Involved in the complete product development cycle from formulating product ideas to implementation and performance tracking to ensure the delivery of world-class digital products and services</td>
<td>STEM2021W-LDA-01</td>
<td>Please refer to P.11-12 for more details of each opportunity.</td>
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<td>26</td>
<td>Product and Innovation</td>
<td>Mobile app UX - Testing, product design prototyping; Cross border financial services - research on Greater Bay Area opportunities; Involve in 5G applications &amp; solutions development</td>
<td>STEM2021W-P&amp;I-01</td>
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<tr>
<td>27</td>
<td>Technology Strategy and Development</td>
<td>5G build up - The project of ORAN and Open-source 5G core trial to work closely with Engineering, potentially extend to mmWave trials for villages and smart construction</td>
<td>STEM2021W-TSD-01</td>
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## Details of Internship Opportunities

### Business Technology Unit

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<tr>
<td><strong>Duration:</strong> 90 Days</td>
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**What’s in it for you?**
- Build up VoiceBot and amend IVR callflow
- Collect user requirement and prepare the Functional Requirement Specification or related documentation

**What will you do?**
- Work with the BA to collect the user requirement for the AI chatbot project
- Assist to design an AI chatbot to receive questions from Callers, tries to understand the limited topics of questions, and provides appropriate answers. It does this by converting a speech query from the Callers into a machine-friendly query, then going through relevant data to find the necessary information, and finally returning the answer in a natural language sentence

**Who you are?**
- Good oral and written communication skills
- Strong interpersonal and consultative skills
- Analytical thinking

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**What’s in it for you?**
- Data engineering

**What will you do?**
- Data Ingestion, Modeling and Processing to support HKT Data Warehouse Activities such as Data Access, Use and Analyze

**Who you are?**
- Good at SQL, shell script, Hadoop, ETL

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**What’s in it for you?**
- eCommerce, Customer Service application, Customer Facing applications

**What will you do?**
- Participate Digital transformation project
- Brainstorm user journey, emotional journey, wireframe diagram, Page flow, define a persona
- Design professional user interface and conduct usability test
- Produce sketches, flowcharts, wireframes, mockups, interactive prototypes, decks and engaging design solutions
- Utilize your tools and techniques to the full extent to create design solutions
- Prepare and present UI/UX design solutions

**Who you are?**
- UX/UI designer
- Majors in UX/UI designer-related disciplines
| Job Ref.: STEM2021W-COM-01 | No. of Vacancy: 2 |
| Target Start Date: Jan 2022 | Duration: 61 Days |

**What’s in it for you?**
- Market research and user-experience development for unified communications application

**What will you do?**
- Assist marketing and product development teams to develop a new unified communications solution for different industries in Hong Kong

**Who you are?**
- Knowledge and interest in UI/UX development
- Keen to adopt technologies for daily use

| Job Ref.: STEM2021W-COM-02 | No. of Vacancy: 1 |
| Target Start Date: Jan 2022 | Duration: 61 Days |

**What’s in it for you?**
- Video Analytics and AI application in PropTech and Smart Construction

**What will you do?**
- Assist in product development team to research on cloud-based video surveillance and video analytics platform
- Submit research reports on the market trend on PropTech and Smart Construction

**Who you are?**
- Knowledge on AI, Deep Learning and Big Data Analysis
- Knowledge of relevant video analytic applications and/or technologies is a plus

| Job Ref.: STEM2021W-COM-03 | No. of Vacancy: 1 |
| Target Start Date: Jan 2022 | Duration: 61 Days |

**What’s in it for you?**
- InsurTech

**What will you do?**
- Research study the InsurTech: trend, technologies, case usage, comparison for the insurance industry
- Support the ET Solution and Product team
- Assist to prepare for the solution diagram, documentation, write-up and vetting

**Who you are?**
- Year 3/4 undergraduate. Major in Data science, Statistics and Data analytic, Computer science
- Interested in the AI, Big Data, IoT and Robotics control and programming, mobile app development
- With hand-on experience is preferred
- With good written English
- Familiar to use MS office, Excel and PowerPoint applications

| Job Ref.: STEM2021W-COM-04 | No. of Vacancy: 1 |
| Target Start Date: Jan 2022 | Duration: 61 Days |

**What’s in it for you?**
- Med Tech (Technology)

**What will you do?**
- Conduct Market Research aiming to identify the types and usage of medical devices/operation technology and corresponding users in the hospital environment

**Who you are?**
- Good at Computer Engineering
| Job Ref.: STEM2021W-COM-05 | |  |
|-----------------------------|-----------------------------|
| No. of Vacancy: 1           | Target Start Date: Jan 2022 |
| Duration: 61 Days           |                             |
|                             | What's in it for you?        |
|                             | • Med Tech (Operation)       |
|                             | What will you do?            |
|                             | • Conduct Market Research aiming to understand the daily operation of doctors/nurses/hospital staff in public hospitals |
|                             | Who you are?                 |
|                             | • With Computer Engineering / Information Engineering & Business Intelligence |

| Job Ref.: STEM2021W-COM-06 | |  |
|-----------------------------|-----------------------------|
| No. of Vacancy: 1           | Target Start Date: Jan 2022 |
| Duration: 61 Days           |                             |
|                             | What's in it for you?        |
|                             | • Application Programming Interface Gateway |
|                             | What will you do?            |
|                             | • Conduct Market Research aiming to identify the functionalities and target segments of different API Gateway in the market |
|                             | Who you are?                 |
|                             | • Good at Computer Engineering |

| Job Ref.: STEM2021W-COM-07 | |  |
|-----------------------------|-----------------------------|
| No. of Vacancy: 1           | Target Start Date: Jan 2022 |
| Duration: 61 Days           |                             |
|                             | What's in it for you?        |
|                             | • Smart Building App         |
|                             | What will you do?            |
|                             | • Conduct Market Research aiming to identify the future trend on user app in different property types but not limited to residential buildings, commercial buildings, student hostels & hotels. |
|                             | Who you are?                 |
|                             | • With Computer Engineering / Information Engineering & Business Intelligence |

| Job Ref.: STEM2021W-COM-08 | |  |
|-----------------------------|-----------------------------|
| No. of Vacancy: 1           | Target Start Date: Jan 2022 |
| Duration: 61 Days           |                             |
|                             | What's in it for you?        |
|                             | • Fintech and Insurtech Web & Mobile Application Development for Banking and Insurance digitization |
|                             | What will you do?            |
|                             | • Assist to develop Bank and Insurance application |
|                             | • Collect requirement from business users on business logic and applications |
|                             | • System support and UAT     |
|                             | Who you are?                 |
|                             | • With Computer Science / Computer Engineering / Degree and hands on software development experience |
Job Ref.: STEM2021W-COM-09
No. of Vacancy: 1
Target Start Date: Jan 2022
Duration: 61 Days

What's in it for you?
- Application and System Monitoring development on AppDynamics
- Robotic Process Automation RPA development

What will you do?
- Assist to develop Performance Monitoring on systems and application
- Install AppDynamics and integration to systems and application
- Define dashboard for application and monitoring insight
- Develop RPA in customer automation projects

Who you are?
- With Computer Science / Computer Engineering / Degree and hands on software development experience

Job Ref.: STEM2021W-COM-10
No. of Vacancy: 1
Target Start Date: Jan 2022
Duration: 61 Days

What's in it for you?
- API Gateway and related software services
- create, maintain, monitor and control security

What will you do?
- Research, evaluate and POC testing on the API gateways of various vendors, study the architecture design and resiliency

Who you are?
- With Computer Science / Computer Engineering / Degree and hands on software development experience

Job Ref.: STEM2021W-COM-11
No. of Vacancy: 2
Target Start Date: Jan 2022
Duration: 61 Days

What's in it for you?
- Application Development for System & Network Performance Monitoring and Analytics (Enterprise-managed Service Portal)

What will you do?
- Assist to develop Performance Monitoring tool by Python, Java, PHP, MySQL
- The development ride on open-source platform ELK (Elasticsearch Logstash Kibana)
- Make use of Docker Container technology to build up the platform
- Build up the application in Public Cloud Environment (AWS, Azure and Alibaba Cloud)

Who you are?
- With Computer Science / Computer Engineering / Degree and hands on software development experience
**Job Ref.: STEM2021W-COM-12**  
**No. of Vacancy:** 1  
**Target Start Date:** Jan 2022  
**Duration:** 61 Days

**What's in it for you?**
- Managed Service Support for Cloud, SaaS, Network and Wi-Fi

**What will you do?**
- Assist in
  - Customer onboarding for Managed Service
  - Configure Wi-Fi and Network equipment
  - Support customer AWS / Azure / Google Cloud / Alibaba Cloud environment
  - Support SaaS service Microsoft 365 and Google Workspace
- Engage with Vendor and Customer for support the Managed Service

**Who you are?**
- With Computer Science / Computer Engineering / Degree

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**Job Ref.: STEM2021W-COM-13**  
**No. of Vacancy:** 1  
**Target Start Date:** Jan 2022  
**Duration:** 61 Days

**What's in it for you?**
- Private/Public Cloud infrastructure implementation

**What will you do?**
- Participate in infra-cloud infrastructure installation
- Conduct system testing and commissioning
- Update project documentation

**Who you are?**
- With Computer Science / Computer Engineering / Degree
### Engineering

**Job Ref.: STEM2021W-ENG-01**  
**No. of Vacancy:** 2  
**Target Start Date:** Jan 2022  
**Duration:** 61 Days

**What’s in it for you?**  
- Knowledge and Information related to Smart City Technology, Fee Collection Industry, Public Service, etc…can be gained via the Smart Meter Project.

**What will you do?**  
- Parking Fee Reconciliation  
- Operation Cases Handling (Dispute, Police Case, Suspension, etc.)  
- Any kind of automation  
- Government MOM report handling

**Who you are?**  
- With  
  - Analytical skills  
  - Data handling skills  
  - Case investigation skills  
  - Process re-engineering skills

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**Job Ref.: STEM2021W-ENG-02**  
**No. of Vacancy:** 1  
**Target Start Date:** Jan 2022  
**Duration:** 61 Days

**What’s in it for you?**  
- IP phone system & network setup (over 100 call center operation) and document support  
- Better understanding IP phone system design and technical knowledge  
- Experience in control center operation

**What will you do?**  
- Take part in IP Phone system setup and migration  
- Involvement in UAT and system monitoring  
- Experience design Interactive Voice Response (IVR) message and logic  
- Support to design reference doc (Hotline reports, staff performance etc.)  
- Coordinate the user migration planning and system implementation

**Who you are?**  
- With  
  - Attentive attitude  
  - Great communication skills  
  - design related education background is preferred
Job Ref.: STEM2021W-ENG-03
No. of Vacancy: 2
Target Start Date: Jan 2022
Duration: 90 Days

What's in it for you?
- High-speed broadband Design in villages
- Telecom Infrastructure Design in the building
- Contractor Management
- Operational Review

What will you do?
- To design the PON village/ in or out building's telecom design via scheme drawing program
- To interface with other departments on project matters
- To provide support to the team regarding workflow, data/ inventory analysis, and other logistic support
- To supervise the contractor progress and quality
- To ensure that proper work practices are taken and that all staff and contractor staff follow the relevant procedures documented in Quality Management System
- To boost up the efficiency according to the existing workflow/procedures
- To use big data/ bring a new idea to enhance the existing workflow/procedures

Who you are?
- Have degree in Electronic Engineering, Information Engineering, Computer Science or related disciplines
- With initiative and good interpersonal, good communication skills
- With a customer-oriented mindset and good problem-solving skills
- Self-motivated, outgoing, and able to take up challenges
- Able to work independently on own initiatives
- With good PC knowledge in related work

Job Ref.: STEM2021W-ENG-04
No. of Vacancy: 2
Target Start Date: Jan 2022
Duration: 90 Days

What's in it for you?
- Energy management skills for building facilities

What will you do?
- Carry our retro-commissioning on building facilities; include measure, verification, analysis on energy efficiency and effectiveness, of the building facilities, like chiller system.
- Tasks also include report writing and technical proposal preparation

Who you are?
- Energy Science or Building Services Engineering, or Energy related disciplines, and completed 3rd year of Bachelor degree course
- With building services engineering knowledge are preferable
Job Ref.: STEM2021W-ENG-05
No. of Vacancy: 3
Target Start Date: Jan 2022
Duration: 90 Days

What’s in it for you?
- You will participate in Digital Transformation Projects to enhance the daily operation
- You will gain experience in workflow design and program coding (e.g. Robotic Process Automation (RPA), Python...) during the project implementation
- You will gain experience in workflow analysis to streamline the existing practice

What will you do?
- Some repeated tasks and workflow that can be automated within Fixed Network Operations had been identified
- You will arrange to understand the daily operation workflow and then participate in digital transformation projects
- You will need to develop the process automation by program coding. You will also need to support the user acceptance test (UAT), loading test etc.

Who you are?
- Candidate who studies in Engineering or Computer Science, with programming knowledge is preferred
### Job Ref.: STEM2021W-ENG-06
**No. of Vacancy:** 1  
**Target Start Date:** Jan 2022  
**Duration:** 60-90 Days  

**What’s in it for you?**  
- 5G build up - An automated method to record 5G NSA radio spectrum and channel information; user-experience information to enable 5G build up performance

**What will you do?**  
- You will be involved in an automated method to record 5G NSA radio spectrum and channel information; and user-experience information to enable 5G build up performance issue detection and also optimization

**Who you are?**  
- With cellular network knowledge and programming skills

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### Job Ref.: STEM2021W-ENG-07
**No. of Vacancy:** 1  
**Target Start Date:** Jan 2022  
**Duration:** 60-90 Days  

**What’s in it for you?**  
- 5G build up - An expert algorithm-based and/or AI-based method to enable effective and accurate change detection and also projection to enable 5G traffic projection for priority 5G deployment as well as preventative fault/failure management

**What will you do?**  
- An expert algorithm based and/or AI based method to enable effective and accurate change detection and also projection to enable 5G traffic projection for priority 5G deployment and also preventative fault/failure management

**Who you are?**  
- With data model and analysis knowledge and programming skills

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### Job Ref.: STEM2021W-ENG-08
**No. of Vacancy:** 3  
**Target Start Date:** Jan 2022  
**Duration:** 89 Days  

**What’s in it for you?**  
- 5G build up

**What will you do?**  
- You will be involved in 5G network rollout, site design, planning database rebuilding and tool development

**Who you are?**  
- With basic database and programming skills, and are capable for outdoor work

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### Loyalty, Digital and Analytics

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### Job Ref.: STEM2021W-LDA-01
**No. of Vacancy:** 2  
**Target Start Date:** Jan 2022  
**Duration:** 46 Days  

**What’s in it for you?**  
- Martech and digital user experience

**What will you do?**  
- You will be involved in the complete product development cycle from formulating product ideas to implementation and performance tracking to ensure the delivery of world-class digital products and services

**Who you are?**  
- From diverse backgrounds and academic disciplines with a strong focus on Computer Science, Software Engineering, Business or Economics
### Product and Innovation

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**What's in it for you?**
- Mobile app UX
- Cross border financial services
- 5G applications

**What will you do?**
- Carry out testing, product design prototyping
- Conduct research on Greater Bay Area opportunities
- Involved in 5G applications and solution development

**Who you are?**
- Knowledge and interest in UI/UX development
- Keen to adopt technologies for daily use
- With basic database and programming skills
- Have cellular network knowledge

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### Technology Strategy And Development

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<td>Target Start Date: Jan 2022</td>
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<tr>
<td>Duration: 46 Days</td>
</tr>
</tbody>
</table>

**What's in it for you?**
- 5G build up

**What will you do?**
- Support the project of ORAN and Open-source 5G core trial to work closely with Engineering, potentially extend to mmWave trials for villages and smart construction

**Who you are?**
- Disciplines from Information Engineering/ Computer Science/Engineering