



Job Title: Technical Support Engineer Intern – Hotline

Location: Hikvision Sydney Office

Duration: 6 months

Type: Paid Intern, Part-time

Working hours: approx.. 24hours per week, Monday to Friday

About Hikvision

Hikvision is a world-leading provider of innovative security products and solutions.

Leveraging cutting-edge technologies in machine perception, artificial intelligence (AI), and big data, we are committed to shaping the future of AIoT.

We empower industries and communities through:

- **Advanced machine perception technologies** that help people connect with the world around them
- **Smart, user-friendly products** that address a wide range of customer needs
- **Innovative AIoT applications** that enhance efficiency, convenience, and security

Our offerings span video surveillance, access control, alarms, and integrated security solutions powered by AI. With extensive experience across vertical markets including smart cities, education, logistics, retail, energy, and transportation, we continue to innovate and expand into new sectors such as robotics, smart homes, automotive electronics, and medical imaging.

Hikvision operates in over 150 countries and maintains one of the industry's most extensive global networks, with more than 80 branches and subsidiaries worldwide.

To learn more: <https://www.hikvision.com/en/>

Internship Overview

This internship offers an exciting opportunity for students to gain hands-on experience in the field of technical support while developing both hard and soft skills relevant to the IT and security industry.

Key Responsibilities:

- Serve as the initial point of contact for customers seeking technical assistance via phone, email, or chat, ensuring a friendly and professional demeanour.
- Gather information from customers regarding their cases, follow the process to accurately diagnose problems, and document details in the support ticketing system
- Assist in drafting and updating technical documentation, including cheat sheets, how-to guides, and product function summaries
- Support the hotline technical support team with product testing
- Learn to document and manage technical support cases
- Participate in the functional testing of new products and assist in creating internal training materials and presentations

Skills & Knowledge Gained

- Exposure to Hikvision's product ecosystem and technical infrastructure
- Practical knowledge in IT support and customer service



- Understanding of networking, product testing, and troubleshooting processes
- Experience in technical communication, documentation, and internal training

Desired Skills & Attributes

- Interest in technology, particularly networking and security solutions
- Strong communication skills in both **English and Mandarin**
- Good organizational and multitasking abilities
- Eagerness to learn and a proactive, self-starter attitude
- Basic understanding of networking concepts is a plus
- Excellent phone and email etiquette
- Analytical thinking and effective problem-solving skills

Qualifications

- Currently pursuing a Bachelor's or Master's degree in IT, Computer Science, Electrical Engineering, or a related field
- Able to grasp technical concepts quickly and communicate them effectively

Mentorship & Support

Interns will be mentored by the Technical Support Manager and experienced Technical Support Engineers throughout the placement to ensure learning and professional development.

Work Locations

- **Sydney:** 46 Brookhollow Ave, Baulkham Hills NSW 2153

Working Hours: Monday – Friday

How to Apply

Please send your resume, cover letter, and any relevant academic or project experience to jessie.zeng@hikvision.com.

We look forward to welcoming enthusiastic and tech-savvy interns to join our team!