

# School of Art, Design & Media (NTU)

Late internship application  
**Updated 11 March 2021**

**Students:** *If this is for credited internship, please bring company into the internship programme as a self-source option upon successful placement. If this is for self-enrichment, the school **will not** intervene and the agreement will be strictly between you and the organization. Please read carefully before committing.*

## Name of company:

DBS Bank Ltd

## Estimated number of employees:

27000

## Internship / Freelance work title:

DBS Internship UI/UX designer

## About the company and no. of intern(s):

10 interns.  
[www.dbs.com](http://www.dbs.com)

## Relevant website and links:

[www.dbs.com/careers](http://www.dbs.com/careers)

## Internship job scope and responsibilities description:

Please refer to the attached spreadsheets below for JD and requirements

## Pre-requisite from candidate (if any):

Please refer to the attached spreadsheets below for JD and requirements

## Estimated time frame/period:

10<sup>th</sup> May – 30<sup>th</sup> July 2021

## Allowances:

\$1200

## Workplace arrangement:

Rotational home and office

*Continue on next page...*

**Working equipment / softwares:**

Laptop and/or software will be provided

**Contact person / email to respond to:**

dbsinternship@dbs.com

**Other instructions / comments for applicants:**

Please submit your CV to [dbsinternship@dbs.com](mailto:dbsinternship@dbs.com) and indicate the Internship code in the subject. For e.g. Internship Opportunity – UI\_RMG001

***Note from Company:*** Do indicate your top 3 choices, so we can still arrange for other roles for you if your first choice is taken up.

## Intern - 2021 DBS Work Attachment

Job Code	Category	Business Function	Department	Workplace Location	Learning Objectives	Internship Scope	Additional Requirements	No. of openings
UI_IBG001	User Interface / Experience	Institutional Banking Group	IBG Group COO Office	12 Marina Boulevard, DBS Asia Central @ Marina Bay Financial Center Tower 3	<p>Learning Objectives</p> <p>To learn how to analyze the problem-to-solve or job-to-be-done across the various dimensions</p> <p>To learn about definition solution with data driven operating model in mind</p> <p>To experience engaging with stakeholders in any journey discussion and discover the real problem/root cause</p> <p>To learn communication with technology partners and articulate the solution, flow and exception handling</p> <p>To learn with testing partners to plan out test strategy and plans</p> <p>To learn about project planning with product owner of initiatives</p>	<p>Establish proper documentation of problem statements, and the target end state to achieve</p> <p>Able to think critically about the problem and the options available</p> <p>Define user stories/requirements in project system &amp; able to articulate the expectation to enablement partners</p> <p>Facilitate discussion with various stakeholders</p> <p>Document and articulate benefit statements and identify key success criteria</p>	<p>Strong written and verbal communication skills – able to lead discussions, perform requirements gathering and conduct training</p> <p>Strong analytical skills</p> <p>Proficient in using Microsoft Excel and Microsoft PowerPoint</p> <p>Experience in UI/UX design is a plus</p>	1
UI_IBG002	User Interface / Experience	Institutional Banking Group	IBG DIGITAL	12 Marina Boulevard, DBS Asia Central @ Marina Bay Financial Center Tower 3	<p>1. Get an understanding of the digital ecosystem opportunity in the Bank and how the relationship lifecycle with the various partnerships work - the 4D approach: Discover, Define, Develop &amp; Deliver.</p> <p>2. Learn the underlying banking products (eg. Cash, Trade, FX and Loans) underpinning the ecosystem partnerships</p> <p>3. Learn how to present the Ecosystem progress across a wide spectrum of senior management in the Bank, including the CEO, IBG Head, GTS Head, T&amp;O and RMG</p>	<p>1. Own the regular ecosystem reporting and creation of materials to report progress</p> <p>2. Research on the current trends in the Fintech, e-Commerce, digital wallets, digital ecosystem etc</p> <p>3. Support and join the Ecosystem team during client discussions and the follow up points across the 4D process</p> <p>4. Attend and contribute to the various country and partnership cadences and country ecosystem councils</p> <p>5. Update and own the Ecosystem website page</p>	<p>1. Basic accounting knowledge</p> <p>2. Basic/intermediate data analysis skills</p> <p>3. Basic/intermediate experiences with fintechs/online businesses/projects</p> <p>4. High level of interest in the digital economy</p>	2
UI_RMG001	User Interface / Experience	Risk Management Group	Model Validation	12 Marina Boulevard, DBS Asia Central @ Marina Bay Financial Center Tower 3	<p>In this internship, the candidate will undertake a design-and-build project, where he/she will assist in designing and developing a web-based platform that will house interactive dashboards.</p> <p>At the end of the internship, the candidate should achieve the following learning outcomes</p> <p>1. Develop and design interactive dashboards and web pages</p> <p>2. Learn and understand the architecture, technicalities and tools of a web-based platform.</p> <p>3. Working knowledge of different credit rating models in the Bank, including the role of model validation</p> <p>4. Professional growth, with mentorship from the department's senior management</p>	<p>Assist in on-going digitalization initiative to port the validation reports into a web-based interactive platform:</p> <p>1. Contribute actively and innovatively to the design and development of interactive dashboards and web pages</p> <p>2. Work closely across validation teams to gather, consolidate and translate ideas or needs into requirements for technology team to incorporate</p>	<p>Possess strong analytical skills, self-motivated, innovative and a desire to learn and develop professionally.</p> <p>Excellent and effective communication skills with the ability to present ideas, issues and result to stakeholders.</p> <p>Knowledgeable in business intelligence or data visualization is an advantage.</p>	1

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Job Code	Category	Business Function	Department	Workplace Location	Learning Objectives	Internship Scope	Additional Requirements	No. of openings
UL_TNO001	User Interface / Experience	Technology & Operations	C2E COO	12 Marina Boulevard, DBS Asia Central @ Marina Bay Financial Center Tower 3; 2 Changi Business Park Crescent, DBS Asia Hub	<ul style="list-style-type: none"> <li>•Familiarity with the Agile delivery methodology</li> <li>•Hands-on experience in every aspect of project management</li> <li>•Able to communicate and present with various levels of detail</li> <li>•Will be mentored to become a natural team worker with interpersonal skills</li> <li>•Gain experience in analysis, planning and organizing skills</li> <li>•Will be able to drive strategic projects</li> </ul>	<ul style="list-style-type: none"> <li>•Work with Domain Heads and Strategy &amp; Business Operations team to rationalize Consumer Banking Technology's business management goals &amp; objectives.</li> <li>•Contribute towards gathering, analysing information and recommend strategic plans; prepare and complete action plans.</li> <li>•Coordinate and drive initiatives to continuously improve delivery quality within and across practices.</li> <li>•Metrics reporting; collaborate with Platform Managers to track and report all key performance indicators.</li> <li>•Responsible for overseeing and supervising a Consumer Banking Technology's activities &amp; events.</li> <li>•Designing and implementing business plans and strategies to promote the attainment of goals.</li> <li>•Maintain relationships with Platform Leads / Partners &amp; Vendors.</li> <li>•Gather, analyze and interpret external and internal data and write reports.</li> <li>•Undertake assignments in line with area of technical specialism and technical oversight of contracts and projects.</li> </ul>	Project Management, Financial Management, Communications	1
UL_TNO002	User Interface / Experience	Technology & Operations	Corporate Real Estate Strategy and Administration	12 Marina Boulevard, DBS Asia Central @ Marina Bay Financial Center Tower 3; 2 Changi Business Park Crescent, DBS Asia Hub	<ol style="list-style-type: none"> <li>1. To develop digital capabilities within Corporate Real Estate Strategy and Administration (CRESA) domain</li> <li>2. Gain deep exposure &amp; apply Agile and Design Thinking methods &amp; practices to develop innovative &amp; people-centred solution within both the physical and digital workspace</li> <li>3. Hone your data-driven research &amp; business analysis skills</li> <li>4. Gain exposure in project management skills, technology deployment and development skills</li> <li>5. Collaborate with colleagues with diverse subject matter expertise to strengthen your interpersonal skills</li> <li>6. Learn to communicate &amp; present strategically and show business value to a variety of stakeholders</li> </ol>	<ol style="list-style-type: none"> <li>1. Work with the Employee Experience team in CRESA on projects to create end-to-end, human-centered, employee experience through our spaces and services</li> <li>2. Participate and contribute in Agile "Sprints" with a cross-functional digital squad to arrive at superior employee solutions.</li> <li>3. Design and conduct qualitative and quantitative research to gain barometers of employee experience; from face-to-face surveys to in-depth interviews to gain insight and drive business-value</li> <li>4. Conduct, document and track success of experiments</li> <li>5. Provide administrative support to internal teams</li> <li>6. Support project management to ensure the timely of 2 mobile applications for employees.</li> <li>7. Assist in preparation of documentation, reports, &amp; presentation decks</li> </ol> <p><b>Measure:</b></p> <ul style="list-style-type: none"> <li>- Demonstrates DBS PRIDE! Values &amp; Behaviours</li> <li>- Timely and effective execution of assignments</li> <li>-Quality of deliverables</li> </ul> <p>Scope and measures above are indicative and can evolve based on the business requirements during the internship and the intern's development interest.</p>	<ol style="list-style-type: none"> <li>1. Aptitude for Digital Learning, Data Analytics, Technology, User Experience</li> <li>2. Curious, Learning Mindset</li> <li>3. Critical thinking and problem-solving skills</li> <li>4. Resourceful, empathetic, adaptable energetic</li> <li>5. Effective communicator (verbal, written, presentation, facilitation skills)</li> <li>6. Team-player, good interpersonal skills- interacts well with people from diverse backgrounds</li> <li>7. Takes initiative, and committed to excellence and personal and professional growth</li> <li>8. Strong attention to detail</li> </ol> <p><b>Must have:</b></p> <ol style="list-style-type: none"> <li>1. Proficient in Microsoft Office tools (Word, Excel, PowerPoint)</li> <li>2. Strong research and experimentation background</li> </ol> <p><b>Good to have:</b></p> <p>Knowledge &amp; Exposure to Agile, Design Thinking and project methodologies</p> <p>Understanding of development cycle for digital product</p>	1
UL_TNO003	User Interface / Experience	Technology & Operations	T&O Customer Centre	2 Changi Business Park Crescent, DBS Asia Hub	<ol style="list-style-type: none"> <li>1. Set-up of Customer Operations model, digital and preemptive interception strategies to optimise digital adoption and demand</li> <li>2. Support data analytics and experimentation</li> <li>3. Support Knowledge Base Management and improvements ensuring purposeful contents are developed to aid customer issue resolution</li> <li>4. Enable data driven decisions from relevant data compiled to aid recommendations and iterations</li> </ol>	<ol style="list-style-type: none"> <li>1. Set-up of Customer Operations model, digital and preemptive interception strategies to optimise digital adoption and demand</li> <li>2. Support data analytics and experimentation</li> <li>3. Support Knowledge Base Management and improvements ensuring purposeful contents are developed to aid customer issue resolution</li> <li>4. Enable data driven decisions from relevant data compiled to aid recommendations and iterations</li> </ol> <p>KPI:</p> <ol style="list-style-type: none"> <li>1. Accuracy and timeliness of knowledge base updates</li> <li>2. Reduce the handline time, hold time of KM users</li> <li>3. Demand reduction</li> <li>4. User feedback/ experience metrics</li> </ol>	<ol style="list-style-type: none"> <li>1. Skill sets on HTML, Javascript, UX &amp; Website design</li> <li>2. Interest and exposure to data analysis tools would be a plus</li> </ol>	3