

## Program Summary

### Engineering Programs

1. Consumer Group Smart Living Engineering Graduate Trainee Program
2. Engineering Graduate Trainee Program - Telecom / Network / Wireless Services
3. PCCW Global Graduate Trainee Program
4. PCCW Solutions Engineering Graduate Trainee Program - Audio-Visual/ Aviation / Broadcasting / Systems Integration

### IT Programs

5. Business Technology Unit Information and Communications Technologies (ICT) Graduate Trainee Program
6. PCCW Solutions Information and Communications Technologies (ICT) Graduate Trainee Program

### Sales & Marketing / Solutions Consulting Programs

7. Commercial Group Graduate Trainee Program
8. Consumer Group Marketing Management Trainee Program
9. Consumer Group Management Elite Program
10. Mobile Business Graduate Trainee Program

### Media Program

11. Media Group Graduate Trainee Program

### Customer Service and Operations Program

12. Customer Service and Operations Graduate Trainee Program

### Finance Program

13. Group Finance Graduate Trainee Program

### Human Resources Program

14. Human Resources Graduate Trainee Program

## Program Details

### 1. Consumer Group Smart Living Engineering Graduate Trainee Program

This 12-month Program is an intensive program combining interactive learning, on-the-job training, coaching & mentorship, management assignments, with job rotation across different functional areas / departments. All these intensive and professional training will enable trainees to acquire all essential skills, up-to-date technology development knowledge and professional know-how necessary to become Engineering & Technical Sales Experts and grow along a rewarding career path.

Trainees will also have the opportunities to grasp vital knowledge in telecommunications technology, Smart Living & eLearning System quickly via active participation in large scale projects under the guidance of experienced mentors and leaders.

Trainees will:

- Acquire technical/business knowledge and skills
- Attach to different areas/projects including Smart Living Engineering, Engineering and Product Development to acquire and enrich skills and knowledge
- Be coached and mentored by senior managers

### 2. Engineering Graduate Trainee Program - Telecom / Network / Wireless Services

During this 12-month program, trainees will engage in the design, build and operation of communications/ IT networks infrastructure and systems operation. Trainees will also have opportunities to acquire the latest technology development in both fixed networking technology and wireless technology via active participation in large scale local & overseas engineering projects as well as business projects, bid and contract management. The comprehensive training and development program will enable them to become a professional engineer in Information and Communications Technologies (ICT) industry.

The PCCW Engineering Graduate Trainee Program provides opportunities for graduate trainees to:

- Acquire technical and soft skill knowledge transfer and training;
- Attach to different and closely related functions for on-the-job training; and
- Be coached and mentored by senior managers.

### 3. PCCW Global Graduate Trainee Program

During the 18-month program, trainees will be rotated to different units to gain exposure to operation practices in areas like incident management and service quality of our global projects. You can acquire in-depth knowledge in technology development, network architecture planning and design as well. The comprehensive training and development program will enable you to become a professional engineer in Information and Communications Technologies (ICT) industry.

The PCCW Global Graduate Trainee Program provides opportunities for graduate trainees to:

- Gain exposure in different projects such as solution design, dimension and architecture; implementation and project management; and product development;
- Acquire technical and soft skills through skills transfer and training;
- Attach to different areas/projects to enrich and specialize skills and knowledge; and
- Be coached and mentored by senior managers.

## Program Details

### 4. Wireless Business Graduate Trainee Program

During the 24-month program, trainees will be offered the opportunities to operate different engineering systems on audio-visual, broadcasting, aviation, airport terminal, radio, radar systems, etc. and participate in diversified scope of engineering project development.

PCCW Solutions Engineering Graduate Trainee Program - Audio-Visual / Aviation / Broadcasting / Systems Integration provides opportunities for graduate trainees to:

- Gain exposure in the design, build and operation of various high-value engineering infrastructure projects in Hong Kong and Macau;
- Acquire technical and soft skill knowledge transfer and training;
- Attach to different projects to enrich and specialize skills and knowledge; and
- Be coached by senior managers.

### 5. Business Technology Unit – Information and Communications Technologies (ICT) Graduate Trainee Program

We provide a 18-month well-rounded learning experience for you to work with the latest technologies and make contribution to our IT strategic assets.

You will be trained to be our ICT technology or management professional by rotations through a wide range of innovation and technology initiatives. You will also build valuable connections and networks with our business stakeholders that will equip you for a successful career in HKT.

The HKT Business Technology Unit - ICT Graduate Trainee Program provides opportunities for graduate trainees to:

- Acquire technical and soft knowledge and skills for personal and career growth and development
- Attach/rotate to different departments/functional teams for training
- Be a part of the teams that conceptualize, design, develop and implement IT and business solutions for contact centers, retail shops, engineering operations, business support units and our customers
- Be coached and mentored by senior executives

### 6. PCCW Solutions – Information and Communications Technologies (ICT) Graduate Trainee Program

During this 24-month program, trainees will have the opportunity to tackle business challenges with the latest IT solutions and technologies and participate in IT projects with world-class project management methodologies and processes. Trainees will learn to apply total IT solutions ranging from data hosting and applications development and support to IT consulting.

PCCW Solutions ICT Graduate Trainee Program provides opportunities for graduate trainees to:

- Acquire technical and soft skill knowledge transfer and training;
- Attach to different projects to enrich and specialize skills and knowledge; and
- Be coached by senior managers.

## Program Details

### 7. Commercial Group Graduate Trainee Program

During the 15-month program, trainees will have ample of opportunities to gain a broad base understanding and experience of the Commercial business operations through a series of practical work attachments, active participation in business projects, professional training, mentorship, networking and exposure to China. Throughout the comprehensive training and development program, they will receive career guidance and acquire crucial skills, knowledge and experience necessary to become future business professionals/leaders in ICT industry.

Commercial Group Graduate Trainee Program provides opportunities for graduate trainees to:

- Acquire functional business knowledge and skills
- Attach/rotate to different business functions or projects including commercial sales, marketing, business development, bid & solutions consulting to enrich valuable connections and practical experience
- Gain exposure to professional training and China business
- Be coached and mentored by Vice Presidents / Senior Managers

After successful completion of the program with satisfactory performance, trainees will be placed in appropriate positions of specific functional teams and be reviewed for career progression opportunities.

### 8. Consumer Group Marketing Management Trainee Program

This 24-month program will see trainees reaping the benefits of work placement, on-the-job coaching, management assignments and job rotation throughout various sales and marketing functions. Trainees will be exposed to the many facets of HKT's Consumer Group, giving them an opportunity to explore our various lines of business. Once the MMT program has been completed – and a trainee's performance has been assessed as satisfactory – he or she will be promoted and placed in an appropriate marketing position.

Trainees will:

- Acquire functional business knowledge and skills
- Work on a diversity of projects in areas such as sales, marketing and business development to acquire knowledge and learn skills
- Be mentored by senior managers

## Program Details

### 9. Consumer Group Management Elite Program

As a Management Elite Program trainee, you will be placed in a Consumer Group sales or service channel for 18 months' customized training and development. Channels include Call Center Sales, Call Center Services, Direct Sales, Retail Sales, Smart Living and Service Center.

Trainees will:

- Rotate throughout various functional areas within a designated sales or service channel
- Work through an assimilation process and training curriculum in terms of specific business and personal development areas
- Be accountable for day-to-day work and support business initiatives
- Receive ongoing career guidance from a management executive
- Once the program has been completed – and a trainee's performance has been assessed as satisfactory – he or she will be promoted and placed in an appropriate sales or service channel

### 10. Mobile Business Graduate Trainee Program

During this 18-month program, trainees will engage in mobile business-related projects, including but not limited to business program planning, product promotion, project management and sales development and operations. They will go through holistic on-the-job training that covers both sales and marketing. All this will help trainees gain broad exposure to mobile business operations, as well as the industry itself. Throughout the program, trainees will work with business and functional units to deliver the best services to customers and make recommendations for improvement.

The HKT Mobile Business Graduate Trainee Program provides opportunities for graduate trainees to:

- Acquire technical and soft knowledge and skills for personal and career growth and development,
- Be assigned to different, but closely-related functions within Mobile Business for on-the-job training, and
- Be coached and mentored by senior executives.

### 11. Media Group Graduate Trainee Program

During this 18-month program, trainees will rotate through different major business functions, and complete project assignments that contribute directly to real business efforts. They will work directly with industry professionals and receive executive coaching and guidance from senior management members. This intensive training offers trainees the opportunity to develop the skills and professional expertise necessary to become a competent management talent to meet and drive the future development of media industry.

The Media Group Graduate Trainee Program provides opportunities for graduate trainees to:

- Acquire functional and soft skill knowledge and training;
- Rotate through different major business functions; and
- Be coached and mentored by senior managers.

## Program Details

### 12. Customer Service and Operations Graduate Trainee Program

In HKT, **Customer Service & Operations** aims at customer advocacy, customer service excellence, operations efficiency and staff satisfaction. It delves into the very existence of who we are and why we do the things that we do. To maximize satisfaction of our customers, we are devoted to provide options for how they would like to communicate with us. We support multichannel for customer service including hotline, email & live chat and social media etc. which all strive to create a seamless and systematic experience.

In appreciation of customer loyalty, HKT has launched **The Club**, which represents a reward program that reaches across customers of all HKT services. It offers prestigious membership benefits carefully chosen to meet a variety of lifestyle and entertainment needs. This program is unprecedented for a telecom company in Hong Kong in terms of scale and attractiveness, and differentiates HKT as a truly customer-focused operator.

Our **Customer Service & Operations Graduate Trainee Program** is a perfect channel for graduates who are dynamic, open-minded and willing to go to the extra miles to develop their professionalism in Customer Service Management. Over a period of 18 months, trainees will be given opportunities to:

- Acquire customer-oriented business knowledge and skills
- Expose in different business functions/projects including customer relationship, customer experience management, loyalty program, mobile payment etc.
- Be directly mentored by senior management members

What make our Graduate Trainee Program so special is the holistic on-the-job training, the trainees will be able to rapidly build up first career network. Thinking of a move that will take you to the next level? HKT is the place for you. Come and join us now!

## Program Details

### 13. Group Finance Graduate Trainee Program

During this 24-month program, trainees will acquire knowledge and hands-on exposure to our Group Finance unit and begin a successful career in finance management through rotations and job assignments in different functions including but not limited to management accounting, financial management, budget management and business analysis. Throughout the comprehensive training and development program, they will receive career guidance and acquire crucial skills, knowledge and experience necessary to become future professionals and leaders in the finance sector.

The Group Finance Graduate Trainee Program provides opportunities for trainees to:

- Acquire business knowledge and skills in the finance profession;
- Attach to different however closely related functions within Group Finance for on-the-job training; and
- Be coached and mentored by senior executives for personal and career growth and development.

### 14. Human Resources Graduate Trainee Program

During this 18-month program, trainees will acquire full-range Human Resources knowledge and begin a successful career in HR Management through rotations in different HR functions including but not limited to attracting, recruiting, deploying and retaining talents; developing and designing effective Human Resources policies; and training & development for professionals and managers.

The Human Resources Graduate Trainee Program provides opportunities for graduate trainees to:

- Acquire technical and soft skill knowledge through on-the-job experience and training;
- Attach to different functional areas including business partnership, compensation & benefits, payroll and training & development; and
- Be coached and mentored by senior managers.

## Other Requirements

- Dynamic, flexible & open-minded
- Self-motivated, passionate about work
- Strong desire to excel and build a professional career
- Eager to work for a company that treasures quality, innovation and team work
- Customer-focused, willing to go the extra mile
- Good command of spoken and written English and Chinese (Cantonese); fluency in Putonghua would be an advantage

## Other Benefits

Candidates selected will receive an offer composing a competitive package including:-

1. Retirement benefits
2. Medical healthcare
3. Annual leave
4. Employee activities
5. Employee discounts
6. Other exceptional staff offers on our wide range of services and products

In addition, efforts and dedication will be rewarded with:

1. Unique business exposure and networking opportunities
2. A series of diverse assignments that will raise caliber and challenge capabilities
3. Good career development opportunities which commensurate with your contribution and potential

## How to Apply

For details and application, please visit our website at <http://career.pccw.com/GT>.

