

Vacancy No: INT_004_2024
Post Title: Intern – Information and Communications Technologies
Organizational Unit: Administrative Services, Integrated Business Centre
Duty Station: Turin, Italy
Duration: 6 months
Deadline for applications: 9 August 2024

At the United Nations System Staff College (UNSSC), the paramount consideration in the recruitment and employment of staff is the necessity of securing the highest standards of efficiency, competence and integrity, with due regard to geographic diversity. All employment decisions are made on the basis of qualifications and organizational needs. UNSSC is committed to creating a diverse and inclusive environment of mutual respect. The United Nations recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested and indicated in the application.

Organizational Context:

The United Nations System Staff College (UNSSC) is dedicated to serving the learning and knowledge needs of the UN system and partner organizations. We create first-rate learning experiences grounded in the bedrock values of multilateralism and dignity for all enshrined in the UN charter. Participants in our programmes rely on UNSSC to enhance their knowledge and skills across leadership and management, sustainable development, and peace and security. UNSSC is headquartered in Turin, Italy with an office in Bonn, Germany.

The United Nations System Staff College operates through two distinct but inter-dependent departments: 1) Learning and Knowledge Services (LKS), and 2) Integrated Business Services (IBC). The IBC adds value to the relationship between UNSSC, its clients and donors through integrated support to UNSSC's Directorate and programmes in the areas of Administrative Services, Digital Learning Services, and Client Management Services.

Administrative Services include: Policy and Planning, Human Resources, Budget and Finance, Office premises and Logistics, and Information and Communication Technology Services.

Description of Duties:

Under the supervision of the IT Officer, and in close coordination with the ICT Helpdesk Assistant, the intern will perform the following functions:

- Assist the ICT Unit in installing and configuring computer hardware, operating systems and application software for the staff.
- Provide user support and troubleshooting for desktop operating system, Office automation and productivity tools (MS Office, Teams, Zoom, SharePoint, OneDrive, Adobe, etc.) in cooperation with the ICT Help Desk and the infrastructure team.
- Perform routine technical tasks such as changing hardware electronic components, installing and configuring printers, setting up video conference sessions, and rendering remote support to users from home office.
- Maintain up to date ICT asset inventory and ensure data recoverability by checking end-user devices are properly setup and one-drive is running as designed.
- Assist in the installation and management of server/network equipment in the Data Center, the LAN switches, cabling system and patch panel, and the client networks and services.
- Assist users recommending solutions to enhance functionality, reliability, and/or usability.
- Provide training to end-users on the use of standard systems and log all actions in the automated tracking system.
- Support UNSSC's video and group conferences and the audio/video systems during various meetings and workshops.

Required Skills:

Education:

Candidates currently enrolled in or having completed a University programme in Information and Communication Technology, Computer Science, Information Systems, Cyber Security, Software Engineering, Computer Programming, Data Science and/or relevant studies.

Experience:

Previous work experience is not required.

Language competencies:

Fluency (written and oral) in English.

Computer skills:

- Knowledge and skills to support and troubleshoot desktop and laptop technology to include Microsoft Office applications, TCP/IP Networking, and Windows operating system.
- Knowledge in the maintenance, support and installation of hardware and software, network standards and architectures is desirable.
- Basic knowledge of networking protocols, tools and network security is desirable.

Other skills and competencies:

- Ability to learn and act in a fast-paced environment.
- Ability to work effectively as part of a team.
- High motivation, with a desire to learn and grow professionally.

- Consistently approaches work with energy and a positive, constructive attitude, pro-activity;

Application Procedure:

The application (in English) should include the following:

- a duly completed, updated Curriculum Vitae or P11 form (<http://www.unssc.org/sites/unssc.org/files/p11un.doc>)
- a motivation letter elaborating in a concise style why you consider yourself qualified for this position; and
- For applicants who are currently enrolled in a degree programme, an endorsement from their University or Sponsoring Institution is required;
- A portfolio of previous work achievements related to your major field would be highly desirable, though not required. (e.g. video production samples, media coverage of projects, papers etc)

Please apply through the online application form available at <https://www.unssc.org/about/employment-opportunities>

IMPORTANT:

Interns are responsible for making travel and accommodation arrangements and for obtaining the necessary visa for entering Italy. UNSSC will facilitate the process of obtaining entry visas for countries of assignment.

The intern is responsible for ensuring that he/she has all the prescribed vaccinations for travel to Italy. Interns are also responsible to obtain medical insurance coverage in accordance with the requirements for entering Italy. The cost of travel, visa, accommodation, vaccines, health insurance and living expenses are the responsibility of interns.

Before the beginning of the assignment, the selected intern shall also provide UNSSC with a self-certification of good health.

1. SELECTION AND COMMENCEMENT:

Candidates for the Internship Programme are selected on a competitive basis. Only those candidates who meet the requirements of the position will be short-listed and interviewed. The candidates will be informed of the result of the selection process as soon as it is finalized.

2. COMPLETION OF THE PROGRAMME:

At the end of the internship period, a written evaluation of the intern's performance will be prepared and a meeting will be organized with the intern to provide feedback. Upon completion of the Internship programme the candidate will be provided with a certificate of attendance.

3. FINANCIAL ASPECTS:

Interns who are not financially supported by other institutions shall receive a stipend from UNSSC intended to assist in covering basic subsistence costs. **The monthly amount of the stipend is fixed at 450€.** No other payment of any kind shall be made to an intern by UNSSC in connection with an internship agreement.

4. FURTHER CAREER OPPORTUNITIES:

The interns shall not be considered in any respect as being a staff member of UNSSC and shall not accrue benefits. In this regard, assignments under the Internship Programme do

not carry expectation of conversion to any other type of contract or appointment in any activity of the UNSSC.

Interns may not apply for or be appointed to any position in the Professional or above categories during the period of their internship and for the six months immediately following the expiration date thereof.