

Posting Title : INTERN - Information Technology, I
Job Code Title : INTERN - ADMINISTRATION
Department/ Office : Regional Service Centre at Entebbe
Duty Station : ENTEBBE
Posting Period : 21 May 2024 - 3 June 2024
Job Opening number : 24-ADM-RSCE-235251-J-ENTEBBE (M)
Staffing Exercise : N/A

United Nations Core Values: Integrity, Professionalism, Respect for Diversity

Org. Setting and Reporting

The Department of Operational Support (DOS) was established to provide end-to-end operational support, advisory services, and other solutions to operating entities across the Secretariat, including departments, offices away from headquarters, peace operations, and regional commissions.

The Regional Service Centre in Entebbe, Uganda (RSCE), was established in July 2010 following the adoption of General Assembly resolution 64/269. The Centre provides efficient, client-oriented, and scalable services with the goal of moving transactional, non-location-dependent administrative functions to the Centre from its client entities. This includes transactional elements of human resources, finance, multimodal movement and control, personnel and cargo transport and information and communications technology (ICT) support.

In addition to these services, the Office of the Director RSCE and support offices through the Deputy Director RSCE provide overall guidance on the operations of the RSCE, including strategic planning, communication, budgeting, human resources management, property management, quality assurance and business intelligence, conference services, record keeping and archive management, and audit response and risk management.

For more information, please visit <https://rsce.unmissions.org>.

This internship opportunity is in the Regional Field Technology Service (RFTS) at the RSCE. The intern will work under the supervision of the Telecommunications Officer.

Responsibilities

Responsibilities of the Information Technology Intern may include but are not limited to:

- Job shadow in various units, including ICT operations, Project Management, Automation, Business Relationship Management (BRM), Administration, and Data Analytics.
- Assist the ICT team in analysing workflow requirements and automating repetitive and manual tasks (using Power Automate or other workflow automation tools) to streamline business processes and improve efficiency.
- Support end-users in troubleshooting and resolving application, device, and network issues.
- Assist in creating comprehensive user documentation, including guides, to facilitate end-users understanding and efficient utilisation of ICT systems and applications.
- Perform other duties as assigned by the supervisor.

Learning Objectives

As an intern, you will be part of the larger ICT team and benefit from exposure to the United Nations Entebbe Campus network. This will help you gain insights into broader ICT strategies, projects, and initiatives within the Regional Service Centre, Entebbe (RSCE). You will also develop practical ICT support and service delivery skills and familiarise yourself with various technology tools and platforms.

Competencies

Professionalism: Shows pride in work and in achievements. Demonstrates professional competence and mastery of subject matter. Is conscientious and efficient in meeting commitments, observing deadlines and achieving results. Is motivated by professional rather than personal concerns. Shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work.

Planning & Organizing - Develops clear goals that are consistent with agreed strategies; Identifies priority activities and assignments; adjusts priorities as required; Allocates appropriate amount of time and resources for completing work; Foresees risks and allows for contingencies when planning; Monitors and adjusts plans and actions as necessary; -Uses time efficiently.

Client orientation: Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view. Establishes and maintains productive partnerships with clients by gaining their trust and respect. Identifies clients' needs and matches them to appropriate solutions. Monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems. Keeps clients informed of progress or setbacks in projects. Meets timeline for delivery of products or services to client.

Education

Applicants, at the time of application, must meet one of the following requirements:

- Be enrolled in, or have completed a graduate school programme (second university degree or equivalent, or higher); or
- Be enrolled in, or have completed the final academic year of a first university degree programme (minimum bachelor's level or equivalent).

We seek candidates with university studies in one of the following disciplines: Computer Science, Information Technology, Business Information Technology, or other relevant subjects.

Job Specific Qualifications

Work Experience

No working experience is required to apply for the United Nations Internship Programme. Your training, education, advance course work or skills should benefit the United Nations during your internship.

Languages

English and French are the working languages of the United Nations Secretariat. For this internship programme, fluency in oral and written English is required; knowledge of French is desirable.

Assessment

Potential candidates will be contacted by the hiring manager directly for further consideration.

Special Notice

This internship is for an initial period of two months and may be extended up to a total period of six months. The Intern will work (5) five days per week (40 hours) in person at the duty

station.

The intern is expected to have:

- Familiarity with using Microsoft 365 Productivity suite and office equipment.
- The ability to work in a multi-cultural environment with sensitivity and respect for diversity.
- Familiarity with Microsoft Power Platform, especially Power Apps and Power Automate.
- Ability to work collaboratively in a team environment.

Interns are not financially remunerated by the United Nations. Costs and arrangements for travel, visas, accommodation and living expenses are the responsibility of interns or their sponsoring institutions.

Due to the high volume of applications received, ONLY successful candidates will be contacted.

United Nations Considerations

According to article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity. Candidates will not be considered for employment with the United Nations if they have committed violations of international human rights law, violations of international humanitarian law, sexual exploitation, sexual abuse, or sexual harassment, or if there are reasonable grounds to believe that they have been involved in the commission of any of these acts. The term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. The term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. The term "sexual harassment" means any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment, and when the gravity of the conduct warrants the termination of the perpetrator's working relationship. Candidates who have committed crimes other than minor traffic offences may not be considered for employment.

Due regard will be paid to the importance of recruiting the staff on as wide a geographical basis as possible. The United Nations places no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. The United Nations Secretariat is a non-smoking environment.

Reasonable accommodation may be provided to applicants with disabilities upon request, to support their participation in the recruitment process.

By accepting a letter of appointment, staff members are subject to the authority of the Secretary-General, who may assign them to any of the activities or offices of the United Nations in accordance with staff regulation 1.2 (c). Further, staff members in the Professional and higher category up to and including the D-2 level and the Field Service category are normally required to move periodically to discharge functions in different duty stations under conditions established in ST/AI/2023/3 on Mobility, as may be amended or revised. This condition of service applies to all position specific job openings and does not apply to temporary positions.

Applicants are urged to carefully follow all instructions available in the online recruitment platform, *inspira*, and to refer to the Applicant Guide by clicking on "Manuals" in the "Help" tile of the *inspira* account-holder homepage.

The evaluation of applicants will be conducted on the basis of the information submitted in the application according to the evaluation criteria of the job opening and the applicable internal legislations of the United Nations including the Charter of the United Nations, resolutions of the General Assembly, the Staff Regulations and Rules, administrative issuances and guidelines. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications according to the instructions provided in *inspira* to be considered for the current job opening. No amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application.

Job openings advertised on the Careers Portal will be removed at 11:59 p.m. (New York time) on the deadline date.

No Fee

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, OR TRAINING). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS.