

INTERNSHIP TERMS OF REFERENCE

I. IDENTIFICATION OF THE POST

Title:	Intern
Sector of assignment:	ICT Unit
Organizational unit:	ICT Unit
Country and Duty Station:	UNDP Iran
Internship duration:	Six weeks, Full time (extendable to maximum six months)
Supervisor's title:	Head of ICT unit
Expected start date:	20 September 2019

II. CORPORATE BACKGROUND:

UNDP works in about 170 countries and territories, helping to achieve the eradication of poverty, and the reduction of inequalities and exclusion. We help countries to develop policies, leadership skills, partnering abilities, institutional capabilities and build resilience in order to sustain development results.

UNDP is working to strengthen new frameworks for development, disaster risk reduction and climate change. We support countries' efforts to achieve the new Sustainable Development Goals, which will guide global development priorities through 2030. The key 2030 Agenda principle of leaving no one behind and stamping out inequality is at the core of everything we do.

UNDP focuses on helping countries build and share solutions in three main areas:

- Sustainable development
- Democratic governance and peacebuilding
- Climate and disaster resilience

In all our activities, we encourage the protection of human rights and the empowerment of women, minorities and the poorest and most vulnerable.

III. INTERNSHIP OFFICE BACKGROUND:

Under the guidance and direct supervision of the ICT Analyst, the ICT intern provides ICT and administrative support services to the ICT unit, provides daily technical support to users of information management tools and technology infrastructure in a large Country Office. The ICT intern promotes a client-oriented approach.

III. DUTIES:

The intern will assist in the following duties and responsibilities:

No	Duties and responsibilities	% of time
1	Help Desk Support <ul style="list-style-type: none"> • To address help desk issues either to be resolved or to be reported to the ICT Analyst. 	60%
2	Support to networks administration <ul style="list-style-type: none"> • Assistance in troubleshooting and monitoring of network problems. 	30%
3	Other: <ul style="list-style-type: none"> • Support other/ad hoc activities as seen relevant and needed. 	10%

IV. REQUIREMENTS AND QUALIFICATIONS

Education:

Candidates must meet one of the following educational requirements:

- currently in the final year of a bachelor's degree; or
- currently enrolled in a master's degree; or
- have graduated no longer than 1 year ago from a master's degree or equivalent studies.

Field of study: **IT, Computer Science, Computer Engineering** or equivalent.

IT skills:

- Knowledge and a proficient user of Microsoft Office 365 productivity tools;
- Windows 10 troubleshooting;
- Windows based networks administration;

Language skills:

- **Persian and English are** required;
- Knowledge of other UN languages is an advantage.

Other competencies and attitude:

- Interest and motivation in working in an international organization;
- Good analytical skills in gathering and consolidating data and research for practical implementation;
- Outgoing and initiative-taking person with a goal-oriented mind-set;
- Communicates effectively when working in teams and independently;
- Good in organizing and structuring various tasks and responsibilities;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability;
- Responds positively to feedback and differing points of view;
- Consistently approaches work with energy and a positive, constructive attitude.

V. INTERNSHIP CONDITIONS

- UNDP internships are not remunerated. All expenses connected with the internship will be borne by the intern or her/his sponsoring entity;
- UNDP accepts no responsibility for costs arising from accidents and/or illness or death incurred during the internship;
- Interns are responsible for obtaining necessary visas and arranging travel to and from the duty station where the internship will be performed;
- Interns are not eligible to apply for, or be appointed to, any post in UNDP during the period of the internship;
- Interns must provide proof of enrolment in health insurance plan;
- Interns are not staff members and may not represent UNDP in any official capacity;
- Interns are expected to work full time, but flexibility is allowed for education programmes;
- Interns need to obtain financing for subsistence and make own arrangements for internship, travel, VISA, accommodation, etc.

Interested applicants should complete UNDP Internship Application Form, UNDP P11 (Personal History Form) along with letter of motivation and send them directly to Human Resources Unit of UNDP through email ID: vacancy.ir@undp.org no later than **12 September 2019 (16:00 Tehran Local Time). Please make sure you will mention in the subject line of the email "Intern - ICT".**

Note: Submissions missing any of above-mentioned documents will not be considered for the internship program.