Call for Applications – Internship (CFA-Int-001/24)

Position Title:	Information and Communication Technology Intern
Position grade:	Non-Remunerated but monthly subsistence allowance will be paid for transportation and living expenses
Duty Station:	IOM Regional Office based in Pretoria, South Africa
Appointment Type:	Internship, three months with possibility of extension
Deadline for application:	**10 March 2024**

Established in 1951, International Organization for Migration (IOM) is the leading UN agency in the field of migration, works closely with governmental, intergovernmental and nongovernmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

The Internship Programme targets young, talented students and graduates willing to gain practical experience in a field relevant to the Organization through their involvement in daily working activities in migration-related areas, support/administrative functions and/or different thematic areas.

Context:
The Intern will work under the overall supervision of the Regional Director, the guidance and direct supervision of the Regional ICT Officer and in cooperation with other colleagues of the Programme Support Unit and the Resource Management Unit. Essential functions are as follows;

Core Functions / Responsibilities:
1. Serve as the first level and frontline for helpdesk technical support requests, interacting with local and remote users to provide assistance and troubleshooting.
2. Provide technical support to corporate applications and ICT standard software (e.g. Office365, SAP, Migrant Applications, Internet security, Mobile Applications);
3. Provide technical support with the installation and maintenance of servers, computers, and peripherals.
4. Assist with the monitoring of workstations, servers, LAN, and WAN equipment (e.g. Firewall, switches, Wi-Fi access points, Microsoft Intune, backup and antivirus systems);
5. Provide biometric system management functions including set-up, installation, monitoring, adding users, and devices, modifying user profiles, and system maintenance.
6. Contribute with system upgrades and IT infrastructure changes ensuring compliance with ICT Standards and other relevant ICT instructions.
7. Provide induction, guidance, and training on IOM systems, devices, and network usage to end-users to facilitate productive use of existing and new systems.
8. Help to maintain an IT inventory of active and retired equipment, including regular updates to the technical documentation of the IT network.
9. Perform other related functions as required.

Required qualifications and Experience

Education
- Currently enrolled for University Degree or post graduate programme in the field of Information and Communication Technology or a related field.
- University Degree in the above fields of study

Experience
- Experience with relational databases, operating systems, Microsoft Office 365 applications, cloud computing, and networking technology.

Skills
- Operating systems: Install, configure, manage, and troubleshoot operating systems.
- Cloud computing: Understand and use cloud computing concepts and services.
- Networking: Understand and use basic networking concepts and protocols, and troubleshoot networking problems.
- Microsoft Office 365: Use the Microsoft Office 365 suite of applications to create and edit documents, spreadsheets, presentations, and emails.

Languages

Fluency in English is required for this position. Knowledge of local languages is an advantage.

Competencies:

The incumbent is expected to demonstrate the following competencies:

Values
- Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- Integrity and transparency: maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
- Professionalism: demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.
- Courage: Demonstrates willingness to take a stand on issues of importance.
- Empathy: Shows compassion for others, makes people feel safe, respected and fairly treated.

Core Competencies
- Teamwork: Develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
- Delivering results: Produces and delivers quality results in a service-oriented and timely manner. Is action oriented and committed to achieving agreed outcomes.
- Managing and sharing knowledge: Continuously seeks to learn, share knowledge and innovate.
- Accountability: Takes ownership for achieving the Organization's priorities and assumes responsibility for own actions and delegated work.
- Communication: Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

Eligibility and Selection

In general, the Internship Programme aims at attracting talented students and graduates who:
• have a specific interest in, or whose studies have covered, areas relevant to IOM programmes and activities,
• are holding a scholarship for internship placements in international organizations and/or for whom internship is required to complete their studies,
• are sponsored by governmental/non-governmental institutions and/or academia to work in specific areas relevant to both IOM and the sponsor,
• are enrolled in the final academic year of a first University Degree programme,
• are enrolled in a graduate school programme (second University Degree or equivalent, or higher);
• have graduated with a University Degree and, if selected, must commence the internship within one year of graduation.

Additional Notes:

IOM is committed to a diverse and inclusive environment. Appointment will be subject to certification that the candidate is medically fit for appointment. South African nationals as well as foreign nationals with valid residence or permit to work as intern in South Africa are eligible toapply. For this position, IOM will not assist in facilitating residence and work permits.

Method of application:

If you are interested in this internship opportunity and meet the minimum requirements, please send your letter of motivation, up-to-date Resume/CV, copy of ID, education certificates and other credential documents to pretoriacvs@iom.int

When you send your application through email, please ensure to specify the reference number (CFA-Int-001/24) on the subject line of your email. Incomplete applications will be rejected.

Please send your applications by 10 March 2024. Only shortlisted candidates will be contacted.