**TERMS OF REFERENCE FOR INTERNSHIP**

**Organizational Unit:** ICT Emergency Preparedness and Response Section, DIST

**Duty station:** Copenhagen, Denmark

**Duration of the internship:** 6 months

**Expected start date:** January 2021

**Background information/Organizational Context**

UNHCR, the UN Refugee Agency, is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people.

Under the technical supervision of ICT Officer or Administrative Officer, the incumbent implements the ICT operational plan in a well-defined geographical area. They provide technical supervision and guidance to locally recruited staff and ensure that ICT equipment is fully operational at all times. The incumbent receives technical support and guidance from their supervisor.

Internally, the incumbent liaises directly with own Service Delivery Team on a daily basis as well as with end users to clarify, analyse and resolve reported issues. S/he may also liaise with external service providers, as required, to resolve escalated infrastructure issues and interact with Snr ICT Officer (ICT Services and Emergency Support) at the ICT Service Centre in Amman for technical guidance.

**Duties and Responsibilities**

Accountability

* UNHCR Country operation has modern and cost-effective ICT systems;
* UNHCR ICT equipment and data are protected.

Responsibility

* Participate in the assessment of operational and security infrastructure needs in each UNHCR office in the area of responsibility (AOR);
* Support the implementation of the ICT operations plan and thereafter ensures that all equipment is in good working conditions at all times as to meet the ICT needs of the offices;
* Discuss infrastructure needs with the Head of offices in the AOR and provide input for the budget submission;
* Monitor and coordinate the work of other ICT staff as directed by the Head of Offices in accordance with the standards set by Headquarters;
* Maintain an up-to-date inventory of all infrastructure equipment under AOR;
* Provide support to ICT users. Contribute to drafting procedures and instructions to promote a better understanding of the use of the ICT equipment;
* Participate in the assessment of security related projects in coordination with the Field Security Advisor and assists in the formulation of recommendations on security communications;
* Promote relation with UNHCR implementing partners to enhance communication and avoid duplication of efforts;
* Draft communication and prepare documentations for the National Regulatory Authority to ensure that licenses and permissions required to operate UNHCR telecommunications networks are granted;
* Actively participate in ICT related meetings to ensure that all decisions taken meet UNHCR’s operational and security requirements;
* Liaise directly with end users to clarify, analyse and resolve reported issues, delivering high standards of customer service;
* Undertake other tasks or assignments within his / her area of competence as directed by Supervisor/Head of Service.

Authority

* Decide on appropriate resolution to incidents / problems;
* Escalate issues to supervisor if incident / problem cannot be resolved with scope of responsibility.

**Minimum qualifications required**

* Degree equivalent of a BA/BS or Master’s or Doctorate in ICT or related subject and ICT experience supporting ICT infrastructure (LAN/WAN, HF/VHF radio, VSAT satellite systems, PABX, Cisco networking devices);
* Formal training and certification on satellite communication and IT systems;
* ITIL certification to the V3 Foundation level as a minimum;
* Hands on experience working in current versions of Microsoft Windows Server, Active Directory, SQL Server. SharePoint, Hyper-V and network monitoring software;
* Knowledge of VoIP technology and network systems; and
* Good knowledge of English.

**Desirable qualifications and competencies**

* Hands-on experience with wireless and VoIP systems and knowledge of network monitoring software.
* Hands-on experience with current Microsoft technologies (Windows 7, Office 2010/2013, IIS, Lync, etc.).
* Microsoft Certified Technology Specialist.
* Practical experience working in the deep field.
* Experience working with an external managed service provider for ICT infrastructure maintenance and support.
* Knowledge of additional UN languages.

**Eligibility**

In order to be considered for an internship, candidates must meet the following eligibility criteria:

* Recent graduate (those persons who completed their studies within one year of applying) or current student in a graduate/undergraduate school programme from a university or higher education facility accredited by UNESCO; and
* Have completed at least two years of undergraduate studies in a field relevant or of interest to the work of the Organization.
* Candidates who have immediate relatives (father, mother, son, daughter, brother or sister) working as staff members of UNHCR are not eligible.

**Others**

It is a full-time role (40 hours per week).

The UNHCR workforce consists of many diverse nationalities, cultures, languages and opinions. UNHCR seeks to sustain and strengthen this diversity to ensure equal opportunities as well as an inclusive working environment for its entire workforce. Applications are encouraged from all qualified candidates without distinction on grounds of race, colour, sex, national origin, age, religion, disability, sexual orientation and gender identity