February 2024

Title: Business Intelligence Automation and Data Visualisation Intern

Bureau/Dept/Unit: TSB/OPD/ITSO

Supervision: Ilia Londo/Support Officer

Duration: 11 months

Location: ITU Headquarter – Geneva, Switzerland

ITU is the United Nations specialized agency for information and communication technologies – ICTs.

We allocate global radio spectrum and satellite orbits, develop the technical standards that ensure networks and technologies seamlessly interconnect, and strive to improve access to ICTs to underserved communities worldwide.

ITU is committed to connecting all the world's people – wherever they live and whatever their means. Through our work, we protect and support everyone's fundamental right to communicate.

Today, ICTs underpin everything we do. They help manage and control emergency services, water supplies, power networks and food distribution chains. They support health care, education, government services, financial markets, transportation systems, e-commerce platforms and environmental management. And they allow people to communicate with colleagues, friends and family anytime, and almost anywhere.

With the help of our global membership, ITU brings the benefits of modern communication technologies to people everywhere in an efficient, safe, easy and affordable manner.

ITU membership reads like a Who's Who of the ICT sector. We're unique among UN agencies in having both public and private sector membership. So in addition to our 193 Member States, ITU membership includes ICT regulators, many leading academic institutions and some 700 tech companies.

In an increasingly interconnected world, ITU is the single global organization embracing all players in this dynamic and fast-growing sector.

1. **Organizational Unit**:

The Telecommunication Standardization Bureau (TSB) fulfills the objectives of the Union relating to telecommunication standardization, by providing secretariat support to groups studying technical, operating and tariff questions and facilitating the adoption of Recommendations in these areas with a view to standardizing telecommunications and information technology on a global basis. In order to achieve these objectives, the Telecommunication Standardization Bureau works in accordance with the instructions of the World Telecommunication Standardization Assemblies (WTSA), Telecommunication Standardization Study Groups and the Telecommunication Standardization Advisory Group. TSB, headed by an elected Director, provides the technical, administrative and logistic support for the assemblies and for the meetings of the groups mentioned.

Within the Telecommunication Standardization Bureau (TSB), the Telecommunication

Standardization Policy Department (TSP) is responsible for the policies guiding ITU-T and the

maintenance of its relevant position in the global standardization arena. It oversees the

implementation of the WTSA Action Plan, and is responsible for identifying emerging

technologies and analysing technology trends in order to advise membership on emerging

standardization developments.

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| 1. **Organizational context:** (Describe the organizational setting of the post and the purpose of the post as well as any supervision given or received)   The Operations and Planning Department coordinates support for the events, document processing and working methods of the Telecommunication Standardization Sector. In line with WTSA Resolution 32, the incumbent will streamline our business intelligence automation by enabling data visualisation. |

## **Terms of Reference / Internship Objective:**

Under Ilia Londo’s supervision, the Intern will set up data visualisation that:

* Provides the statistics that events such as the Telecommunication Standardization Advisory Group regularly require, for instance for:
  + Rapporteur Group Meeting activity
  + E-meetings
  + Study group activity and questions
  + Mailing lists
  + Remote participation across multiple service accounts
* Helps support officers identify problems and understand their root cause so they can improve the service and quickly find solutions, for instance to solve:
  + Identify mailing list inconsistencies
  + Participation list discrepancies

1. **Competencies**

**Technical Competencies** *(Examples of technical competencies are knowledge of regulatory frameworks, ERP or project management methodologies, etc.):*

* Practical knowledge of business intelligence solutions such as Power BI or Tableau.
* Strong analytical skills.
* Software programming would be a plus.

1. **Qualifications required**
2. **Education**:

Studies in data science, analytics, or visualisation, information technology, or a related field.

1. **Work experience**:

No work experience is required.

1. **Languages:**  
     
   English
2. **Training and Learning Elements:**

The intern will acquire excellent knowledge and experience of:

* Data analytics
* Data visualisation
* Business intelligence software