

February 2024

Title: GovStack Global Initiative Support Intern

Bureau/Dept/Unit: BDT / DNS / DSD

Supervision: Head, Digital Services Division

Duration: 11 months

Location: ITU Headquarters

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 Development Bureau (BDT) is responsible for the organization and coordination of the work of the Telecommunication Development Sector (ITU-D) of the Union which deals mainly with ICT-focused development policies, strategies and programmes, as well as technical cooperation activities, to promote digital inclusion and drive digital transformation at community, country and regional levels. To effectively and efficiently serve the needs of ITU members, BDT is organized into four functional areas:

- Office of the Deputy to the Director and Field Operations Coordination Department

- Partnerships for Digital Development Department

- Digital Networks & Society Department

- Digital Knowledge Hub Department

The Digital Networks & Society Department (DNS) is responsible for BDT activities in the areas of spectrum management, network development, cybersecurity and emergency telecommunications. This department is also responsible for supporting ITU Member States in their transition to digital societies by providing tools and guidelines to address environmental challenges (in particular, climate change and e-waste), and for promoting innovation, ICT applications/services, digital inclusion and ecosystems, with the ultimate goal to 'leave no one behind'.

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| 1. **Organizational context:**   One of the strategic components of the ITU Digital Services and Applications (DSA) programme involves assisting governments with design, implementation, and scaling of cost-efficient, needs-based digital solutions and services that can meaningfully improve wellbeing and livelihoods of people. As part of this work, the Digital Services Division (DSD) is engaging in a range of projects and initiatives aimed at providing governments and other partner organizations with relevant tools, technical capacity, know-how and operational support for improving availability and accessibility of digital services for SDGs. One of the key focus areas is digital transformation of government services. Digital government services are vital for fostering economic growth, developing the digital economy and promoting trust in government institutions; however, most governments struggle to keep pace with the digitalization trend due to budget constraints, lack of coordination between agencies, and siloed investments in digitalization.  To respond to this challenge, ITU, together with its partners is running the GovStack Global Initiative. GovStack seeks to create and promote specifications for reusable software components called “building blocks” that can be used to inform design of various e-government services. As part of the project, a GovStack Sandbox is being built which features prototypes of different building blocks that comply with GovStack specifications and can be used to digitize real-world e-government services. GovStack is currently piloted in selected partner countries. The initiative also runs a diverse range of regional and global events and forums, which provide a space for e-government leaders to exchange experience and best practices. |

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

The objective of this internship is to support the implementation of the GovStack initiative by working closely with the ITU GovStack team and contributing to various project activities. Core activities will involve conducting background research; organizing events and special initiatives (including workshops, hackathons, etc.); communicating with project partners; reviewing, preparing, and updating content for social media and the GovStack website, among other. The intern will also have the opportunity to engage in other workflows based on their interests and career goals.

Under the supervision of the GovStack ITU Team, the Intern will:

* Assist the DSD project team in preparation of knowledge products and tools to support global and country-level implementation of GovStack (e.g., assist with preparing country engagement playbook materials; draft concept notes, briefing papers, reports, etc.)
* Help document inputs and contributions from project partners and experts, including country experience with digitalizing government services, lessons learnt, relevant recommendations for software specifications, implementation strategy, etc.
* Assist with planning and organizing the GovStack country, regional, and thematic events (presentations, conferences, workshops).
* Assist with developing and updating content for the GovStack webpages and social media.
* Support the management of communications with partners and stakeholders.

1. **Competencies**

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

* Strong interest in e-governance and digital transformation.
* Demonstrated research and analytical skills (proficiency in quantitative research and analysis is an advantage).
* Working knowledge of English, including academic writing skills

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

Pursuing or completed a Master’s programme or last year of Bachelor’s programme in field relevant to project activities (computer science, web design, development studies, international relations, economics, communication, etc.).

**Work experience**:

No work experience is required.

1. **Languages:**  
   English at advanced level.
2. **Training and Learning Elements:**

The intern will acquire excellent knowledge and experience of:

* Digital Public Infrastructure
* Digital service design
* International collaboration on meaningful digital transformation