

February 2024

Title: CRM Web Developer Intern

Bureau/Dept/Unit: SG/ IS / CRM

Supervision: Montserrat Fernandez/ Head, CRM Applications Service

Duration: 6 to 11 months maximum

Location: ITU Headquarter

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 General Secretariat directs all the administrative and financial aspects of the Union's activities, including the implementation of the provisions of the administrative regulations on operational questions, the dissemination of information on telecommunication matters for operational and other purposes, the provision of legal advice to the Bureaux of the Union and the departments of the General Secretariat, logistic support to the Union's activities including conferences, the coordination of the work of the Union with other international organizations, the dissemination of information to the Member States and Sector Members, press, corporate and individual users of telecommunications and the general public.

Within the General Secretariat, the Information Services Department (IS) is the focal point for the ITU information technology services, managing ERP, CRM, documents, information systems and infrastructure, service-desk, library, archives and information management services, safety and security (both physical and logical), to support staff both at Headquarters and in the Field, as well as delegates attending conferences, meetings and events world-wide. It also promotes ICT collaboration, partnerships and information-sharing and represents ITU in inter-organization meetings and committees related to information technology and security management.

1. **Organizational context:** *(Describe the organizational setting of the post and the purpose of the post as well as any supervision given or received)*

Within the Information Systems Department, the CRM Division is responsible for providing leadership in the management, development, implementation, and maintenance of the Organizations CRM solution. Manage the CRM lifecycle and ongoing functional/technical initiatives to enhance standardization, simplification, and integration of systems and processes. Evaluate and recommend solutions to business problems to ensure the organization's best interests are considered. The incumbent will be reporting to the Head of CRM Applications Service.

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

Under the supervision of the Head of CRM Application, the Intern will:

* Develop and maintain web applications using React, Redux, and related technologies
* Collaborate with designers and developers to ensure seamless integration of front-end and back-end functionality
* Write clean, efficient, and well-documented code
* Participate in code reviews and contribute to the development of best practices
* Troubleshoot and debug issues as they arise

1. **Competencies**

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

* Knowledge of React, Redux, and related technologies
* Experience with HTML, CSS, and JavaScript
* Experience in using Wordpress, Sharepoint and similar CMS
* Familiarity with RESTful APIs and server-side technologies such as Node.js
* Ability to work independently and as part of a team
* Strong problem-solving and communication skills

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

University degree in Computer Science, Information Technology, Software Engineering, or a related field.

1. **Work experience:**

No work experience is required.

1. **Languages:**   
     
   English at advanced level. Knowledge of another UN official language (Arabic, Chinese, French, Russian and Spanish) would be an advantage.

## **Training and Learning Elements:**

## The intern will acquire excellent knowledge and experience of:

* Business Analysis and Solution Design
* Modern Web Development Technologies
* Understanding of Front-end and Back-end Integration
* Project Management Principles
* Collaboration and Communication Skills