Terms of Reference

Internship

Information Technology

UNHCR, the UN Refugee Agency, is offering a full-time internship with the Administrationof of **UNHCR *Branch office in Abidjan, Cote d’Ivoire***.

Established in December 1950, UNHCR is a global organization dedicated to saving lives, protecting rights and building a better future for asylum seekers, refugees, returnees, internally displaced communities and stateless people. Every year, millions of men, women and children are forced to flee their homes to escape conflict and persecution. UNHCR currently operates in over 130 countries, using its long expertise to protect and care for millions.

**Title**: Information Technology Intern

**Duty Station**: Abidjan

**Duration**: 06 months

**Contract** **Type**: **Internship**

**Closing** **date for application**:

**Earliest Hire Date**: July 2024

**Target End date: January 2024**

Organizational context

Its main aim is to safeguard the rights and well-being of refugees, it ensures that everyone can exercise the right to seek asylum and to find refuge in another State, with the possibility of returning home voluntarily, s integrate locally or resettle in a third country.

UNHCR Côte d'Ivoire focuses its mandate on the protection of refugees as well as the prevention and reduction of statelessness (more than 930,000 stateless people or a risk of statelessness are estimated in Côte d'Ivoire).

Since 2021, UNHCR has been working closely with the Government of Côte d'Ivoire as well as other development stakeholders to respond to the influx of refugees from Burkina Faso, numbering 22 808. as of August 9, 2023. This response aims to take into consideration both the needs of displaced communities and the resilience of host populations. Among the refugees, 55% are women and 57% are children, of whom 48% have at least one specific need.

In addition, the context of emergency occasioned by Burkina situation, the office has recently been upgraded to a multi-country operation covering four countries and the IT team may need a clerical support to increase their performance in their duty to assist users from MCO countries.

The position

The IT Intern works under the direct supervision of a Senior Officer and the technical supervision of an IT Officer at branch office. S/he has working relationships with UNHCR staff members in the office and other offices within the country as well as with staff of UN agencies and other UNHCR partners to exchange information and to provide assistance.

Duties and responsibilities

* Participate in Monitoring and maintaining the LAN, Network Servers, Routers, Printers, LAN Points, and Switches, Patch panels, Access points, to prevent faults occurring.
* Assist in Ensuring that ICT problem recovery is done as quickly as possible and make regular system back-ups.
* Assist with the installation of the software packages, basic repair/maintenance of computer hardware and telecom equipment.
* Support in Training UNHCR staff on email system, utilization of VHF handhelds, telephone system. Radio communication training to new IP staff and package police in the field.
* Distribute incoming cables, messages and other communication in accordance with established instructions.
* Add and remove users from the Networks.
* Maintain the inventory of ICT equipment and keep track of movements of ICT equipment.
* Select the most efficient and economic means for the transmission of messages, taking into consideration the nature and priority of communications to be transmitted.
* May attend telephone calls and keep records of such calls.
* Carry out administrative duties, within the area of competence as assigned.
* Assist on appropriate resolution to incidents.
* Escalate incidents where they cannot be resolved at the office level.
* Perform other related duties as required.
* Minimum qualifications required

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

* Be either a recent graduate (having completed their studies within two years of applying) or a current student in a graduate/undergraduate school programme from a university or higher education facility accredited by [IAU/UNESCO](https://whed.net/home.php); and
* Have completed at **least two years of undergraduate studies** in a field relevant or of interest to the work of UNHCR.

**NOTE:** An individual whose father, mother, son, daughter, brother or sister is a staff member of UNHCR, including a Temporary Appointment holder or a member of the Affiliate Workforce, is not eligible for an internship.

Desirable qualifications and skills

* Required Language is English at B2 level
* French at full working proficiency is also preferred.

Conditions

It is a full-time role with working hours starting from 8.30am to 5:30pm Monday to Thursday and Friday from 8:00am to 1:30pm (37.50 hours per week). The successful candidate will be assigned to support the team in ***location***.

**Allowance:** Interns who do not receive financial support from an outside party will receive an allowance to partially help to cover the cost of food, local transportation and living expenses.

How to apply

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.

UNHCR does not charge a fee at any stage of its recruitment process (application, interview, meeting, travelling, processing or training.

We welcome applications from candidates with a refugee or stateless background.