TERM OF REFERENCE (ToR)

FOR THE RECRUITMENT OF 2024 CSC PROGRAM

**GENERAL INFORMATION**

**Post Title:** Recruitment of 2024 CSC interns

**Host Organization:** IFAD –

**Host Department/Division:** Information and Communications Technology Division

**Duty Station:** In presence

**\***subject to change according to world-wide COVID-19 situation

**Expected Places of Travel: NA**

**Duration: Six months**

**Expected Start Date: During early July 2024**

**JOB DESCRIPTION**

# SCOPE OF ASSIGNMENT

# Type of assignment:

# \* Internship with the IT Change Management Team of the Information and Communications Technology Division

# Specific Description: IT Change Management Intern

# The ICT Change Management Intern will contribute to IT change management strategies and plans, end- user global outreach, customer experience excellence and users’ adoption of new technologies and services as well as mastering of existing ones.

# EXPECTED DURATION OF ASSIGNMENT

**Six months**

# QUALIFICATION/EXPERIENCE

The successful offeror shall meet the following minimum criteria:

# EDUCATION

* Computer science, information technology, mathematics or other job related field

# \* Note) Minimum academic background for the CSC program is those who have completed the second year of university or higher

# EXPERIENCE

* Design and development of gamification elements to boost end users adoption of IT tools and services
* IT Change Management strategies and plans
* End users global outreach
* Users’ adoption of new and existing technologies

# LANGUAGE

* English
* Spanish or French as a second working language

**FUNCTIONAL COMPETENCIES**

* Communication strategy ▪ Expertise in communication and outreach strategies and theories;
* Interpersonal skills. Ability to deal patiently and tactfully with others (e.g. visitors, clients, callers, etc.), including senior individuals (e.g. high-level meeting participants);
* Change Management, Role modelling, anticipation of key risks & conflicts and formulation of contingency plans/solutions, action-oriented;
* User experience, Strong focus on the delivery of a positive and intuitive user experience, building on a proactive clarification of user needs and requirements;
* Basic ICT & digital fluency, Expertise relevant to the specific role (e.g. in-depth, computer information systems, including micro-computer operating systems software, hardware and applications software and other office technology equipment), end-user computing configuration management;
* Client Orientation, Strong critical thinking combined with communication skills to liaise between the business and technologies to understand business problems and needs, document requirements and identify solutions to boost end users’ adoption of IT tools and system;
* Data analysis/architecture, Know-how in the analysis and interpretation of data needs and sources taking into account its operational context, using systems and models to disseminate ensuring integrity, availability to meet reporting and business analytics needs;
* Cyber-security, Expertise specific to cyber-security awareness tactics and tools to assess cyber security awareness at corporate level ;
* Emerging technologies, Expertise to evaluate and identify business and technical opportunities in emerging technologies including methodologies, tools, systems and applications vis-à-vis end users needs (e.g. gamification)

**Core Competencies**

* Strategic thinking and organizational development: Personal influence
* Learning, sharing knowledge and innovating: Continuously seeks to learn, shares knowledge and innovates
* Focusing on clients: Focuses on clients
* Managing time, resources and information: Manages own time, information and resources effectively
* Team Work: Contributes effectively to the team
* Communicating and negotiating: Communicates effectively: creates understanding between self and others
* Building relationships and partnerships: Builds and maintains effective working relationships