

TERMS OF REFERENCE FOR INTERNSHIP PROGRAMME

PART I		
Title of Internship	ICT Assistant	
Requesting Section	ICT/Operations	
Location	Lilongwe	
Internship Duration	26 weeks	
Planned Dates	From: 20.04.2022	To: 03.11.2022

BACKGROUND AND JUSTIFICATION

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programmes, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an equal opportunity to survive, develop and reach their full potential, without discrimination, bias or favouritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society's most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfil their potential but also will lead to sustained growth and stability of countries. Therefore, the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.

However, despite decades of strong work in these sectoral areas, inequity remains. While progress is being made, something different is required to accelerate progress towards not just long term and sustainable development improvements. One method of driving significant impacts for the most vulnerable and excluded children who may still be left behind, is to ensure the programme effectiveness, operational effectiveness and efficiency through an innovative and effective use of Information Communication Technologies (ICT) in programme delivery and implementation.

The ICT Unit of UNICEF Malawi seeks to recruit a national ICT Assistant Intern who is interested and excited to enhance his/her educational experience through practical work assignments while being exposed to UNICEF's mandate and operations as well as learning on child rights and equity issues. The internship programme is also expected to provide Malawi with the assistance of qualified students specialized in ICT field. The intern will perform general ICT support. He/she will be expected to be an active participant, collaborating and working with the ICT team to ensure correctness, timeliness and consistency of technical support. All these learning and performing elements should be consistent with the overall goal of meeting the needs and requirements for UNICEF programmes/operations while at the same time providing a development opportunity to the intern.

OBJECTIVE AND SCOPE OF WORK

The main purpose of the internship programme will be to support the development and enhancement of the intern's professional and educational experience through practical work assignments, to expose the intern to the work of UNICEF as well as to promote learning for the intern in ICT technical and operational aspects.

The ICT Assistant Intern will learn about and assist the Senior ICT Associate in the duties to ensure consistent and timely provision of technical support to the office. The intern will be part of the team where certain roles and responsibilities are shared, with the aim to ensure convergence, collaboration and consistency in shared tasks to reach optimal results.

The intern will ensure general support in any ICT activities/projects and will provide end-user support. He/she will perform ICT administration tasks to familiarize him/herself with the function and acquire capacity. The intern will be assigned one relevant and exciting project to plan, develop and implement during the period of his/her assignment.

Main Responsibilities and Tasks:

General Support ICT / Office Support

The ICT Assistant Intern will be exposed to a full range of procedural activities in support of the ICT function to ensure effective communications with its customers and efficient provision of support to other ICT staff.

- Provide first-level support remotely or desk-to-desk, including receiving requests, processing and logging and escalate when required.
- Manage the lifecycle of ICT requests/incidents assigned to him/her.
- Provide support in conferencing with ICT and audiovisual equipment as and when requested.
- Maintain and update files (electronic and paper) and maintain internal databases.
- Maintain ICT inventory, storerooms, manuals and other documentation.
- Monitor physical operation of the infrastructure (LAN equipment, wireless equipment, video conferencing equipment), ISP Links to ensure its continued network services.

ICT Administration:

The ICT Assistant Intern will assist the provision of support pertaining to routine ICT activities requiring thorough understanding and application of the server, operating system, hardware and software documentation and functionality.

- Install/upgrade, configure (routine, standard) and maintain systems, tools and equipment.
- Assist in routine operation and monitoring of server systems.
- Provide second-level user support/troubleshooting.
- Extract data from databases to serve the needs and requests of users, diagnosing errors and correcting as necessary.
- Perform backups of servers following standard backup procedures.
- Assist in the generation of computer reports.
- Provide on-the-job orientation for users in the use of ICT systems.
- Perform additional duties as assigned by the supervisor

Personal project:

The ICT Assistant Intern will work on a specific ICT project during the period of his/her assignment and will be evaluated on accomplishment at the end.

REPORTING REQUIREMENTS

To whom will the Intern report (supervisory and any other reporting/communication lines):

The intern will directly report to the Senior ICT Associate and will keep updating the ICT Specialist also on progress of work assignments during regular meetings.

What type of reporting will be expected from the Intern and in what format/style will the submissions of reports/outputs be done?

Together with the supervisor, a monthly work plan will be developed, which will indicate key activities, deliverables and performance indicators which clearly specify deadlines.

The intern will be required to submit monthly reports to the supervisor copied to the ICT Specialist which will also be shared with respective sections to which he/she is assigned to support. The monthly report will summarize the learning objectives achieved in conformity to the duties and responsibilities given.

- A strong channel of communication with the intern will be established, he/she work from the office and in accordance with the approved office footprint plan.
- Daily contact will be established between the supervisor and the intern to check-in on his/her wellbeing, the progress of the work, and learning.
- Team meetings will be virtual or hybrid and will have the capacity to accommodate remote participants.

EXPECTED DELIVERABLES

In alignment with the scope of work as described above, the intern will be expected to perform the following activities and deliverables. A workplan and schedule will be agreed upon at the onset of the internship programme as well as on a monthly basis:

1. Report on service requests/incidents with their status as of end of each month
2. Detailed report on support provided to other ICT staff and end users with clear classification
3. Report on monthly knowledge/capacity acquired in ICT systems management or project implementation
4. Monthly updated ICT asset register database
5. Monthly updated report on personal project assigned

PERFORMANCE INDICATORS FOR EVALUATION OF THE INTERNSHIP PROGRAMME

The performance of work will be evaluated based on the following indicators:

- Completion of tasks specified in the workplan
- Compliance with the established deadlines for submission of deliverables
- Quality of work
- Demonstration of high standards in cooperation and communication with UNICEF and counterparts where applicable

PAYMENT SCHEDULE

It is expected that the intern will work on a full-time basis. At the end of each month, the intern will fill out an invoice template attached to the monthly report and payment will be made as soon as the invoice is approved by the supervisor.

Costs incurred during official travel authorized by UNICEF shall be covered in accordance with UNICEF procedure on Duty travel (DHR/PROCEDURE/2017/11/Rev.1)

DESIRED COMPETENCIES, TECHNICAL BACKGROUND AND EXPERIENCE

Enrolled in an undergraduate or graduate (Masters) degree programme or be a recent graduate (graduated within the past two years) in field of computer science, information systems, telecommunication or other relevant disciplines.

Applicants must have excellent academic performance demonstrated by recent university or institution records.

Technical skills and knowledge

- Knowledge in Local Area Network (LAN) and Wireless LAN
- Knowledge in setup of computing equipment and access to LAN and Wireless LAN infrastructure
- Practical knowledge of Microsoft tools (Excel, PowerPoint, Word, Ms Forms, etc.).
- Knowledge in light database application development with MS Access or web application development will be an Asset.
- Essential skills include excellent organization and time management skills, attention to detail, rigor and a strong sense of personal responsibility. Strong interpersonal and teamwork skills.
- Self-management skills - ability to look beyond the tasks assigned, take ownership of projects and make suggestions on how to improve the role. Handle and respect multiple deadlines while working independently with different agents on several projects.

Work Experience

Additional consideration will be given for any relevant ICT related experience.

Languages

Fluency in English and a local language is required – both verbal and written.

Other requirements

- Applicants must be at least 18 years old.
- Ability to communicate clearly.
- Strong analytical and good report writing and presentation skills.
- Able to demonstrate UNICEF core values of Care, Respect, Integrity, Trust, and Accountability as well as core competencies such as self-awareness and ethical awareness, working collaboratively with others, innovates and embraces change and drive to achieve impactful results.
- Applicants must have no relatives (e.g. father, mother, brother, sister) working in any UNICEF office and must have no other relatives in the line of authority which the intern will report to.

ADMINISTRATIVE ISSUES

The assignment will be carried out in Lilongwe, based at the UNICEF offices as and when the footprint plan allows working from the office or from home when office presence is not permitted, he/she could travel to support other staff or for ICT intervention needs (emergency situation) in districts in Malawi, when required. UNICEF will provide office space and access to other office equipment as necessary. The intern must provide his/her own laptop.

The intern will be expected to work during the official Malawi Country Office working hours between 7:30 and 17:00, with an hour lunch break between 12:00 and 13:00, Monday to Thursday and from 7:30 to 13:30, without a lunch break, on a Friday.

CONDITIONS

- The candidate selected will be governed by and subject to UNICEF's DHR Procedure on Internship Programme (PROCEDURE/DHR/2020/007).
- The internship may not commence unless the letter of confirmation and conditions regarding service is signed by both UNICEF and the intern.
- The intern will be expected to complete a list of mandatory training, including policies on Prohibiting and Combatting Fraud and Corruption; Prohibition of discrimination, harassment, sexual harassment and abuse of authority and other relevant policies for their information and acknowledgment prior to the programme commencement – such trainings will be communicated in the offer.
- Interns are not considered staff members of UNICEF and therefore not entitled to the privileges and immunities accorded by member states to UNICEF's officials and staff members.
- Notwithstanding this status, interns shall observe all applicable rules and regulations, instructions and procedures and directives of UNICEF.
- Interns may take up to 2.5 days per month off work for any reason, including for medical reasons. The stipend will be reduced for any absence beyond this quota.
- Interns will perform their functions under the authority of, and in full compliance with the instructions of, the UNICEF Head of Office and the UNICEF supervisor, or any person acting on his or her behalf.
- The intern is responsible for covering own costs associated with accommodation, living expenses and travel to duty station, including obtaining all necessary travel documentation such as passport and visas when required.
- The intern is responsible for own adequate insurance, including medical, medical evacuation, life insurance or its equivalent, as well as insurance coverage for illness, injury, disability and death. UNICEF has no obligation for any costs or payments relating to the internship.
- UNICEF will not accept any liability for claims for compensation in respect of illness, injury or death arising out of related to the internship, except where such illness, injury or death results directly from the gross negligence or wilful misconduct of the officials or staff of UNICEF.

HOW TO APPLY

Interested consultants should provide the following:

1. Curriculum Vitae
2. Motivation letter
3. Proof of studies/Certified copies of qualifications
4. References details