

**TERMS OF REFERENCE**

<p><b>I. Internship information</b></p>
<p><b>Internship title :</b> Stagiaire national en ICT (Information, Communication and Technology)</p> <p><b>Supervisor :</b> ICT Officer  <b>Agency, Section :</b> UNICEF, ICT  <b>Duty station :</b> Antananarivo, Madagascar  <b>Duration :</b> 6 months  <b>Internship modality :</b> Full-time, on site</p>
<p><b>II. Background and justification</b></p>
<p><b><u>Background :</u></b></p> <p>The United Nations system is an international organization founded on October 24, 1945 with the aim of promoting cooperation and the peaceful conflicts resolution among nations. Madagascar has been a member of the United Nations since September 20, 1960. The United Nations system works closely with the Malagasy government, civil society and other partners to promote peace, sustainable development, human rights, education, health, environmental protection and other areas of common interest. The main United Nations agencies operating in Madagascar include: UNDP, FAO, WHO, UNICEF, WFP, ILO, UNFPA, etc. In addition, the Resident Coordinator's Office (BCR) supports the operationalization of the coordination mechanisms validated by the United Nations Country Team.</p> <p>The United Nations system in Madagascar is launching an internship program for the year 2023. This program offers students and recent graduates from university the opportunity to strengthen their capacity through a work environment and professional supervision. United Nations interns benefit from experiential learning opportunities in the humanitarian sector and meaningful internship experience that will support their academic, professional and personal development.</p> <p>The ICT Unit of UNICEF Madagascar 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 Madagascar with the assistance of qualified university students or graduates specialized in ICT field. The intern will perform general ICT support and assist in knowledge management of innovation and technology for development. 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.</p> <p><b><u>Objective of internship:</u></b></p> <p>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 well as promote learning for the intern in ICT technical and operational aspects.</p>

The ICT Assistant Intern will learn about and assist the ICT Unit to ensure consistent and timely technical support to all UNICEF personnel. 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 through teamwork

The intern will ensure general support in any ICT activities/projects and will provide end-user support, while building her/his competences in emerging digital technologies in work environment. She/he will assist in knowledge management of innovation and technology for development initiatives/projects while learning about UNICEF's approach to innovation and different categories of innovations including but not limited to product innovation, digital innovation, programme innovation and innovative financing, and how they accelerate achieving results for children and Sustainable Development Goals (SDG).

### III. Main responsibilities and tasks

- Assist in ICT services delivery
  - Receive, analyze, troubleshoot and solve/escalate end user issues
  - Offer guidance on how to use software and hardware
  - Use UNICEF's ticketing system to track and document requests and incidents
  - Prepare, configure, issue end user devices: phone, laptop, two-way radios...
  - Assist in implementing and/or configuring network devices
  - Set up physical and virtual conference rooms before and after meetings
  - Customize digital tools in SharePoint including forms, lists, pages, notes, ....
- Knowledge Management
  - Assist in documenting innovation and technology for development initiatives and update UNICEF's global inventory for innovation and T4D projects, the INVENT
  - Assist in document best practices in ICT service delivery
  - Assist in creating pages on SharePoint.

### IV. 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 including support provided in gathering innovation and T4D data and update of the INVENT, the UNICEF's global hub for innovation and T4D
3. Report on monthly knowledge/skills acquired in ICT systems management or project implementation

4. Monthly updated report on personal project assigned

**V. Desired competencies, technical background and experience**

- Enrolled in 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**

- Familiarity in Local Area Network (LAN) and Wireless LAN
- Knowledge in installing operating systems : Windows 10/11 ; Linux
- Practical knowledge of Microsoft Office (Excel, PowerPoint, Word, Ms Forms, etc.)
- Knowledge in programming / web based programming is 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
- Knowledge of data query from different sources, analysis, and reporting

**Work Experience**

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

**Languages**

Fluency in French required, working proficiency in English is an asset

**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.

**VI. Internship condition**

- The intern will be supported and guided by a supervisor who will provide adequate support and guided supervision throughout the internship assignment
- A work plan will be developed at the beginning of the internship to guide the intern on the deliverables expected during the internship. This plan will be reviewed at the end of the internship and will be the subject to a performance evaluation with the supervisor
- The intern is entitled to 2.5 days of leave per month including for medical reasons
- The intern will receive a monthly allowance
- The intern will receive a per diem according to the applicable UN rates during travel outside his/her duty station
- The intern will be provided with work equipment during the internship.