**TERMS OF REFERENCE for an ICT Internship**

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| 1. **Internship information** |
| **Internship title :** National Intern in Information Communication Technology (ICT)  **Supervisor :** ICT Officer  **Agency, Section :** UNICEF, ICT  **Duty station :** Antananarivo, Madagascar  **Duration :** 6 months  **Internship modality :** Full-time, on site |

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| 1. **Background and justification** |
| **Background :**  UNICEF Madagascar is launching an internship program for the year 2024. This program offers students and recent graduates from university the opportunity to strengthen their capacity through a work environment and professional supervision. UNICEF interns benefit from experiential learning opportunities in the humanitarian sector and meaningful internship experience that will support their academic, professional and personal development.  The ICT Unit of UNICEF Madagascar seeks to recruit a national ICT 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 how technology and digital innovations are leveraged for child rights and equity issues. The intern will learn about frontier technologies while providing ICT support for operational and programmatic needs and assist in knowledge management of innovation and technology for development initiatives. He/she will be expected to be an active participant, collaborating and working with the ICT team to ensure quality and timely delivery of assigned tasks. 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 of internship:**  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 promote learning for the intern in ICT technical and operational aspects.  The ICT Intern will learn about and assist the ICT Unit to ensure quality and timely technical support to operational and programmatic needs. The intern will be part of the team where certain roles and responsibilities are shared, with the aim to ensure convergence, collaboration and consistency to reach optimal results through teamwork.  The intern will ensure general support in ICT activities/projects and will contribute to automation of processes, 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). |

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| 1. **Main responsibilities and tasks** |
| 1. Assist in process automation and delivery of ICT services  * Learn automation tools in Microsoft 365 platform and assist in automation of operational processes * Assist users in using digital tools in Microsoft 365 platform including forms, lists, documents, teams, notes, planner, etc. * Guide users on how to use other software and hardware including conferencing tools * Receive, analyze, troubleshoot and solve/escalate end user issues * Use UNICEF’s ticketing system to track and document requests and incidents  1. Knowledge Management   Assist in documenting innovation and technology for development initiatives and update UNICEF’s global inventory for technology and digital innovations initiatives, the INVENTAssist in documenting best practices in delivery of ICT services. |

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| 1. **Expected deliverables** |
| In alignment with the scope of work as described above, the intern will be expected to produce the following deliverables. A workplan and schedule will be agreed upon at the onset of the internship programme, and reviewed on monthly basis:   1. A detailed workplan with clear activities, indicators and timelines 2. Monthly progress report indicating achievements, challenges and recommendations if any 3. End of internship report indicating achievements, challenges and recommendations |

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| 1. **Desired competencies, technical background and experience** |
| * Enrolled in graduate, Master degree programme or be a recent graduate (graduated within the past two years) in field of computer science, information systems, software engineering, telecommunication or other relevant disciplines * Applicants must have excellent academic performance demonstrated by recent university or institution records.   **Technical skills and knowledge**   * Knowledge of digital technologies (cloud, big data, blockchain, artificial intelligence, IoT, ...) * Knowledge of software development tools for mobile, web and cloud applications * Knowledge of data tools like Microsoft PowerBI, Python, R, .... * Essential skills include excellent organization and time management skills, attention to detail, collaboration and teamwork skills   **Work Experience**  Work experience is not required. However, preference will be given for candidates with prior familiality with software development and/or data tools, proven by past projects or assignments.    **Languages**  Fluency in French required, working proficiency in English is an asset.  **Other requirements**   * Applicants must be at least 18 years old * Able to demonstrate UNICEF core values of Care, Respect, Integrity, Trust, Accountability and Sustainability * 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. |

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| 1. **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 on a monthly basis and 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. |