

Assignment Title: UNICEF Information Communication Technology (ICT) Intern

Location : Phnom Penh, Cambodia

Section: Operations/ICT

Type of Contract : National Internship

Post Level: Intern (National)

Languages Required : English, Khmer

Starting Date :
(date when the selected candidate is expected to start) 1st Apr – 30th Sep 2023

Expected Duration of Assignment: 6 months

Organization context and purpose

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, 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 opportunity to survive, develop and reach their full potential, without discrimination, bias or favoritism. 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 fulfill their potential but also will lead to sustained growth and stability of countries. This is why 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.

Description of Duties

The intern will work under the direct supervision of ICT Officer to undertake the following tasks:

- Providing first-level ICT support that includes receiving, processing, and logging service requests.
- Providing support in ICT network infrastructure, audio/video conferencing equipment as and when requested.
- Maintaining and updating files/forms (electronic and paper).
- Maintaining ICT inventory, manuals, and other documentation.
- Technical support to the office ICT initiatives i.e meeting room upgrade, Zoom/Teams audio/video conference, software/application development/updates and Common Services etc.
- Perform other tasks assigned by the supervisor (ICT Officer).

Experience and education requirements

- Student who graduated from bachelor’s degree or in final year of bachelor’s degree or is currently pursuing master’s degree in computer science, Information Management Systems and any other relevant field
- Strong interest in computer science, data management, user support particularly networking and information cyber security
- Use of computer software for Office365, Zoom/Teams conference, Microsoft SharePoint, and presentation such as Ms. Excel
- Good proficiency in English and Excellence in Khmer language

- Possess good communication skills and solid analytical skills- strong commitment and passion for UNICEF's mission.

The intern should be:

- Familiar with Microsoft Office (Power Point, Word, Excel etc...), Cloud Base Service, and Windows 10/11.
- Knowledge and experience with PowerApps, Form, SharePoint Online and Mac operating Systems is an asset.
- Network, hardware, and software troubleshooting skills.
- Familiar with software development and programming would be an asset
- Good communication skills and ability to work effectively in a multicultural environment.
- Positive attitude towards learning and sharing.

Availability:

- Desired role period 6 months, Mon - Fri (full time- 5 days per week)

Conditions of the Internship:

National interns who are not in receipt of financial support from any sources will be provided by UNICEF with a USD 300 stipend per month during the internship and one-time reimbursement of other costs (insurance) up to USD 100.

UNICEF will cover the cost for field trips if such are needed in the course of the assignment and provide a laptop and access to telephone, printer, and other necessary equipment required for the assignment.