TERMS OF REFERENCE

Internship Opportunities at the United Nations International Computing Centre (UNICC)

Reference: ICC/24/MUL/i03
Position Title: Digital Diplomacy Intern
Number of Position(s): 1
Section/Unit: Digital Product Unit (DSDP)
Internship Duration: 6 months
Target Start Date: 1 June 2024
Duty Station(s): Brindisi, (Italy); Geneva (Switzerland), New York (USA), Valencia, (Spain); The opportunity is also open under remote arrangement for candidates from the Global South

About UNICC:
The United Nations International Computing Centre (UNICC) is the leading provider of Information Technology and Communications (ICT) services within the United Nations System. Over the last four decades, UNICC has been continually expanding the services it is providing to its Partners in various parts of the world, and various areas of ICT.

As a part of the UN family, UNICC espouses the same values that the UN embraces. As a service provider, its core values are unmatched and underlie its continued growth: Respect, Curiosity, Pride, Passion, Flexibility, Honesty and Transparency. This combination has made UNICC the preferred provider of shared ICT services within the United Nations System.

UNICC is committed to delivering reliable ICT services driven by best practices. With its world-class technology and state-of-the-art infrastructure, together with the vast cross-domain experience of its very knowledgeable staff, UNICC is always ready to offer UN-friendly shared solutions to the United Nations System of Organizations.

Purpose of the Position:
UNICC is offering opportunities for students to acquire practical and direct exposure to innovative activities in the field of Digital Diplomacy. The selected intern will contribute actively to the product design, development and execution related to Digital Diplomacy services. Your primary focus will be on (i) analyzing market and policy trends, (ii) creating analytical reports, presentations and research notes for the monitoring and evolution of the service, and (iii) supporting project activities in this field. The ideal candidate for this position is interested in Digital Diplomacy, has strong analytical skills and is willing to learn and operate in a creative and innovative environment.

Responsibilities:

Responsibilities may include part or all of the following:
- Collaborate with the Product Associate and the Product Manager in conducting market analysis in the domain of Digital Diplomacy to identify customer needs and market trends, providing insights to inform product development decisions.
- Collaborate with the Product Associate and the Product Manager in conducting policy analysis of relevant documents, projects or materials in the domain of Digital Diplomacy to identify opportunities to inform product development decisions.
- Participate in webinars on topics related to Digital Diplomacy and provide analytical outputs to inform product development decisions.
- Collaborate with the Product Associate and the Product Manager in creating research papers, presentations, reports, and analytical documents as appropriate for internal and external use.

- Contribute to the monitoring and the evolution of the service: standardize the templates for service documentation, analyze the data related to the provision of services, and assist with any other administrative tasks as specified by the Product Associate and the Product Manager.
- Participate in projects related to the service and assist with project-related documentation as required.

Competencies:

- **Overall attitude at work**: Maintains integrity and takes a clear ethical approach and stance; demonstrates commitment to the Organization's mandate and promotes the values of the Organization in daily work and behaviour; is accountable for work carried out in line with own role and responsibilities; is respectful towards, and trusted by, colleagues and counterparts.
- **Communication**: Expresses oneself clearly in conversation and interaction with others; actively listens. Produces effective written communications. Ensures that information is shared.
- **Teamwork**: Develops and promotes effective relationships with colleagues and team members. Deals constructively with conflicts.
- **Respecting and promoting individual and cultural differences**: Demonstrates ability to work constructively with people with different backgrounds and orientations. Respects differences and ensures that all can contribute.
- **Producing results:** Produces and delivers quality results. Is action oriented and committed to achieving outcomes.
- **Moving forward in a changing environment:** Is open to and proposes new approaches and ideas. Adapts and responds positively to change.

Education:

To qualify for this internship, applicants must be currently enrolled in a University programme (final year of a Master's degree or equivalent) specializing in areas that are relevant to UNICC's line of business such as Business Administration, International or Public Affairs, Computer Science, Telecommunications, or similar fields, or must have graduated in the last 6 months.

Work Experience:

Applicants are not required to have professional work experience to participate in the UNICC's internship program, but applicants should have the following interest, functional and technical skills:
- Interest in Digital Diplomacy and related fields
- Previous projects or research in the field of product innovation, digital diplomacy, or similar fields
- Willingness to learn and operate in a creative and innovative environment
- Strong analytical skills

Language(s):
- Fluency in English is required (verbal and written)
- Knowledge of French or Spanish is a plus