



---

## TERMS OF REFERENCE

---

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

**Reference:** ICC/24/MUL/i08

**Position Title:** Intern – Business Solutions Unit

**Number of Position(s):** 2

**Section/Unit:** Business Solutions Unit (DSB)

**Internship Duration:** 6 months

**Target Start Date:** 1 May 2024

**Duty Station(s):** Brindisi, (Italy); 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 in different areas of applications support.

#### Responsibilities:

- Assist in the resolution of requests and/or incidents related to applications managed by Application Support Unit (on Windows and/or Linux environments).
- Assist in administration of database servers managed by Application Support Unit.
- Review and streamline the process to set up a new application environment (servers provisioning, firewall rules amendments, etc.).
- Review reports generated by the monitoring systems, to implement follow-up actions and/or provide recommendations.
- Collect and review the necessary documentation for the improvement of a knowledge base for Application Support Unit.

### **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.
- **Knowing and managing yourself:** Manages ambiguity and pressure in a self-reflective way. Uses criticism as a development opportunity. Seeks opportunities for continuous learning and professional growth.
- **Producing results:** Produces and delivers quality results. Is action oriented and committed to achieving outcomes.

### **Education:**

To qualify for this internship, applicants must be currently enrolled in a University programme (final year of a Bachelor's or a Master's degree or equivalent) specializing in areas that are relevant to UNICC's line of business such as Computer Science, Telecommunications or related area, 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 basic skills in one or more of the following functional and technical areas:

- IT service management processes and/or technologies
- LAMP (Linux/Apache/MySQL/PHP) stack
- Database Management Systems
- DevSecOps and related concepts
- IIS/.NET framework
- Docker and containerization technologies and orchestration tools
- Python scripting and/or T-SQL

### **Language(s):**

- Fluency in English is required (verbal and written).