
TERMS OF REFERENCE

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

Reference: ICC/24/VAL/i09

Position Title: Service Desk Intern

Number of Positions: 2

Section/Unit: Service Desk Unit (OPCS)

Internship Duration: 6 months

Target Start Date: 1 June 2024

Duty Station: Valencia (Spain)

About the 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 :

The Service Desk Unit is responsible for the collection, recording, resolution at the Tier 1 level, escalation and closure of incidents and service requests. It is also responsible for monitoring of the corporate ICT infrastructure and for performing duties at various levels for the following IT processes: Major Incident, Problem, Change and Configuration Management.

The UNICC Service Desk Unit is looking to enhance the capacity of the team to deliver support services to its customers following the IT frameworks and standards (ITIL operations and transition, ISO 27001 security), and is currently looking for 2 interns to join the team. The selected interns will have the opportunity to apply and complement the knowledge they have acquired throughout their academic training, and to contribute to the work performed by a professional Service Desk team, in and international environment.

Responsibilities :

- Assist in the logging of support requests and event-generated incidents in the CRM system and follow-up throughout the incident life cycle.
- Assist in the monitoring of the ICT infrastructure through the use of various monitoring technologies.
- Assist in informing customers of outages, known errors and resolution progress.
- Participate in reviewing the content and enhance the Service Desk knowledge base.

Competencies:

- **Overall attitude at work:** Maintains integrity and takes a clear ethical approach and stance; demonstrates a 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.

Education:

To qualify for this internship, applicants must be currently enrolled in a University programme (final year of a Bachelors’s or Master’s degree or equivalent) specializing in areas that are relevant to UNICC’s line of business such as Computer Science or other related 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 it is desired that applicants have knowledge in some of the following areas:

- Excellent telephone manners, and interpersonal skills.
- Basic knowledge of at least one of the following IT areas: Virtual Infrastructure, AD Services, MS SharePoint, MS SQL Server, Windows Server, Linux Server, Networking, MS Exchange.

Language :

- Fluency in English is required (verbal and written)