**PROPOSED INTERNSHIP OVERVIEW**

**Information Communications Technology (ICT) Engineer Intern - UNDP Copenhagen**

<table>
<thead>
<tr>
<th>Location</th>
<th>Copenhagen, Denmark</th>
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<tbody>
<tr>
<td>Application Deadline</td>
<td>mid-May 2014</td>
</tr>
<tr>
<td>Type of Contract</td>
<td>Internship</td>
</tr>
<tr>
<td>Post Level</td>
<td>n/a</td>
</tr>
<tr>
<td>Languages Required</td>
<td>English</td>
</tr>
<tr>
<td>Starting Date</td>
<td>January 2014</td>
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<tr>
<td>(date when the selected candidate is expected to start)</td>
<td>3-6 months</td>
</tr>
<tr>
<td>Duration of Internship</td>
<td>May/June or August, 2014</td>
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<tr>
<td>Start date:</td>
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**Background**

The Global ICT Advisor (GIA) Office has recently been established and oversees Country Office ICT advisory services, including assisting offices with ICT initiatives, providing guidance for ICT strategic direction, promoting and monitoring corporate policies and standards, capacity building, providing support to crisis countries and harmonization of ICT practices. It consists of one Global ICT Advisor (GIA), five specialists, and a network of some 166 ICT managers worldwide.

We can offer you an interesting and versatile internship placement in an international environment with contact to various cooperation partners from some 166 countries. We are a dynamic team working in an informal and good atmosphere, encouraging creativity, learning opportunities and new initiatives. As an intern you will become an integral part of the team. Your will be supported and guided by ICT experts and have a dedicated coach. You will be given responsibilities and opportunities that have a global and direct impact on the development efforts of the international community.
You will be a part of the global network where you will get specific tasks and responsibilities. You will gain first-hand experience and understanding of the decision making processes in one of the world’s biggest multilateral organizations. It is expected that your will show initiative and apply your talent to implement new ICT solutions in a practical manner.

**Summary of key activities:**

The ICT Engineer Intern will be responsible for development of providing ICT support to the Country Offices. It includes development of guidelines, standards and templates in the following areas:

- Country Office Intranet (ISK) based on SharePoint 2010
- Service management models including ITIL Best Practice and a Service Desk;
- Service Catalogue;
- WAN and ISP Connectivity (satellite, fiber optic link, etc.);
- MAN architecture (WiMAX, wireless point-to-point, fiber optic ring, etc.);
- Network Architecture;
- Data Centre architecture;
- Unified communication system;
- Local Commercial communications services (ISP, GSM, GPRS, WiMAX, etc.).

**Profile of the best candidate**

**Technical skills in ICT, inclusive of:**

- SharePoint, preferable 2010
- Network design (TCP/IP, firewall, routing, LAN, WIFI, etc.);
- Network administration in a Windows server/Active Directory environment;
- Unified communication (voice over IP technologies, Microsoft Exchange messaging platform, Cisco Call managers and etc);
- Monitoring systems such as SNMP, HP OpenView, Orion SolarWinds.

**Competencies, skills and attitudes:**

- Interested in working in an international organization;
- Able to communicate effectively with the ability to work independently and in a team;
- Good in organizing and structuring various tasks and responsibilities;
- Fluent in written and spoken English. Knowledge of other UN languages is an advantage;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability;
- Responds positively to feedback and differing points of view;
- Consistently approaches work with energy and a positive, constructive attitude;
- Enjoys sharing knowledge and experience.

**Application pre-requisite**
• You are currently in the process of completing Bachelor’s or Master’s degree in the field of telecommunications, computer science or equivalent. Applicants who have received their diplomas this year are also considered.
• The internship is unpaid. However, it offers an exciting modern work environment in the UN House with first-class facilities in a great location. It also provides good experience, knowledge of the United Nations and a network for your future professional life.
• You are expected to work full time but flexibility is allowed for your education programme.
• The intern will have to obtain financing for subsistence and make his/her own arrangements for travel, VISA, accommodation etc.