TERMS OF REFERENCE
Internship Opportunities at the International Computing Centre (ICC)

Reference:	ICC/18/VAL/i001
Position Title:	Intern – Service Desk Unit
Number of Position:	One
Section/Unit:	Customer Services Section / Service Desk Unit
Internship Duration:	Three months
Target Start Date:	15th of June 2018
Duty Station:	Valencia, Spain

About the ICC

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

As a part of the UN family, ICC espouses the same values that the UN embraces. As a service provider, its core values are unmatched and underlie its continued growth: trust, customer focus, accountability, understanding cross cultural differences, excellence, innovation and teamwork. This combination has made ICC the preferred provider of shared ICT services within the United Nations System.

ICC 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, ICC is always ready to offer UN friendly shared solutions to the United Nations System of Organizations.

Purpose of the Position

The ICC is offering an internship opportunity to future IT graduates currently undertaking a Bachelor or Master degree to acquire hands on experience of implementation of IT frameworks and standards (ITIL operations and transition, ISO 27000 security), be more familiar with the operation of a mission critical infrastructure and with the support of demanding customers from a service desk perspective.
The main objective is to enable students to apply and complement the knowledge they have acquired throughout their academic training to prepare them for the professional world.
The Service Desk is Responsible for the collection, recording, resolution at Tier 1 level, escalation and closure of incidents and service requests. It is also responsible for the monitoring of the corporate ICT infrastructure. In addition, the service desk performs duties at various levels for the following IT processes: Major Incident, Problem, Change and Configuration Management.

Organizational Setting and Reporting:

Interns work five days per week (08:00 – 17:00) under the supervision of a staff member in the Service Desk Unit (Valencia)

Responsibilities

Responsibilities may include part or all of the following:
- 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

- **Communication:**
  - Speaks and writes clearly and effectively
  - Listens to others, correctly interprets messages from others, or asks questions to clarify, and responds appropriately

- **Teamwork:**
  - Solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others
  - Places team agenda before personal agenda

- **Planning & Organizing:**
  - Allocates appropriate amount of time and resources for completing work
  - Monitors and adjusts plans and actions as necessary
  - Uses time efficiently

Knowledge and skills

Applicants are not required to have professional work experience to participate in ICC's internships programme, but applicants should have the following functional and technical skills:

Essential:
- Language fluency in English is required (verbal and written).
- Excellent telephone manners, interpersonal skills.

Desirable
- Some 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.

Education

To qualify for this internship, applicants must be enrolled or has been recently enrolled in a computer, telecommunications, telematics or other science oriented under-graduate or graduate school program.

Applications
Candidatures may be sent to personnel@unicc.org. Shortlisted candidates will be contacted for an interview.
Further information about ICC can be found at www.unicc.org.