TERMS OF REFERENCE

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

Reference: ICC/24/MUL/i10
Position Title: Innovative Technologies Intern - Learning & Development
Number of Position(s): 1
Section/Unit: Learning Services Unit
Internship Duration: 6 months
Target Start Date: 1 June 2024
Duty Station(s): Brindisi, (Italy); Valencia, (Spain)

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:
The intern will play a pivotal role in innovating L&D initiatives within our organization, laying the groundwork for future adoption and integration of immersive technologies in education and training.

Responsibilities:
- Conduct comprehensive research on emerging technologies, particularly immersive technologies like virtual reality (VR), augmented reality (AR), and mixed reality (MR)
- Assist in designing and developing pilot programs that leverage immersive technologies
- Contribute to creating or adapting learning content for delivery in immersive environments
- Evaluate various metaverse platforms and immersive technology solutions available in the market
- Gather feedback from users participating in immersive learning experiences and analyze data to identify areas for improvement
- Collaborate with cross-functional teams across departments such as Data, HR, and Operations
- Participate in the engagement with external partners, attend relevant events, and participate in industry forums focused on immersive technologies and education

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 Human-Computer Interaction, Computer Science, or a related discipline 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 functional and technical skills:
- Familiarity with immersive technologies such as VR, AR, and MR11
- Familiarity with using productivity software and digital tools for research, data analysis, and content creation
- Strong research and analytical skills
- Creative thinking and problem-solving abilities
- Excellent communication and collaboration skills
- Adaptability and willingness to learn

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