TERMS OF REFERENCE

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

Reference: ICC/24/MUL/i11
Position Title: Skills Maturity Model 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 valuable role in building a maturity model on UN 2.0 skills by providing support across various stages of the model development process.

Responsibilities:
- Conduct research to identify existing maturity models, frameworks, and best practices related to digital skills, innovation, and other relevant areas within the context of the UN 2.0 vision.
- Assist in collecting data from internal and external sources, including surveys, interviews, and benchmarking studies, to assess the current state of skills and capabilities within the organization or target population.
- Help analyze collected data to identify trends, patterns, and gaps in skills and competencies across different levels of the organization or target audience.
- Collaborate with team members to develop a conceptual framework for the maturity model, defining key dimensions, levels, and criteria for assessing skills maturity.
- Support the implementation of pilot tests or surveys to validate the maturity model and gather feedback from stakeholders on its usability, relevance, and effectiveness.
- Solicit feedback from users and stakeholders on their experience with the maturity model, including suggestions for enhancements or refinements.
- Share insights, lessons learned, and best practices from the maturity model development process with other team members and stakeholders to foster learning and knowledge sharing.

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 Bachelor's or Master's degree or equivalent) related to organizational development, education, data science, or a combination of these disciplines 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:
- Strong research and analytical skills, with the ability to gather, analyze, and interpret data from diverse sources.
- Excellent written and verbal communication skills, with the ability to convey complex ideas and findings clearly and effectively.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and familiarity with data analysis tools
- Demonstrated interest in sustainable development, global affairs, and the United Nations 2.0 vision.
- Ability to work independently as well as collaboratively in a team environment, with strong organizational and time management skills.

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