OFFICE FOR THE COORDINATION OF HUMANITARIAN AFFAIRS

Intern - Information Systems & Communication Technology

Jerusalem

01 September 2016 - 30 September 2016

65592

Special Notice

Applicants are encouraged to apply for internships which relate directly to their studies and/or skills and expertise. Applicants are asked to please indicate preferences which best match her/his suitability and do so carefully in order to enhance the value of the internship for both the intern and the receiving UN department.

A person who is the child or sibling of a staff member shall not be eligible to apply for an internship at the United Nations. An applicant who bears to a staff member any other family relationship may be engaged as an intern, provided that he or she shall not be assigned to the same work unit of the staff member nor placed under the direct or indirect supervision of the staff member. For purposes of this advertisement, "child" means (i) the child of a staff member; (ii) the child of the spouse of a staff member (stepchild); and (iii) the spouse of a child of a staff member or a staff member's spouse (son- or daughter-in-law). "Sibling" includes the child of both or either parent of a staff member and the child.

In line with the United Nations internship programme, the Office for the Coordination of Humanitarian Affairs-(OCHA) internship provides a framework by which students from diverse academic backgrounds gain exposure to the work of the United Nations through assignment to offices within the Secretariat. The Programme endeavours to attract qualified students, offering them an opportunity to enrich their educational experience through exposure to the work of the Organization. Equally, it provides the Office with the assistance of students specialized in various professional fields. The internship is an unpaid and full-time opportunity and the intern must adhere to the established official weekly working hours of the duty station where it is based with one hour for a lunch break. For more information on the Programme, please visit: https://www.unog.ch

Org. Setting and Reporting

The United Nations (UN) Office for the Coordination of Humanitarian Affairs (OCHA) is the UN Secretariat department responsible for bringing together humanitarian actors to ensure a coherent response to complex emergencies and natural disasters. OCHA also ensures that there is a framework within which each actor can contribute to the overall response effort.

OCHA's Country Office in the occupied Palestinian territory (oPt) was established in 2002 to support international efforts to respond to the deteriorating humanitarian situation in the oPt. Since that time, OCHA oPt has worked to ensure a coordinated and effective response to humanitarian needs stemming from the conflict and occupation and also from natural disasters or extreme weather events. OCHA oPt has responsibility for inter-agency coordination in complex emergencies and in natural disasters. In the context of the deteriorating humanitarian situation in the occupied Palestinian territory, the OCHA Office has a specific responsibility for (a) disseminating information and policies to the humanitarian community, authorities and donors, as well as supporting resource mobilization efforts; (b) assisting in the identification of humanitarian priorities and needs and the coordination of resource mobilization efforts; and (c) disseminating information on the impact of natural disasters, response there to and the need for international assistance.

This internship will be based in Jerusalem, occupied Palestinian territory, and the intern will be under the general guidance and direct supervision of Head of Information Management unit. The internship is being offered for a minimum period of three (3) months, with a possibility of extension up to a maximum period of six (6) months, with a commencement date starting 1 October 2016.

Responsibilities

The intern will support OCHA in fulfilling its mission to coordinate effective and principled humanitarian action in partnership with national and international actors; advocate the rights of people in need; promote preparedness and prevention; and facilitate sustainable solutions. Daily responsibilities will depend on the individual's background and duties may include but are not limited to contributing to the development and improvement of information dissemination procedures and practices, ensuring that the OCHA oPt systems (servers, websites, web services, backup, network) are functioning properly.

In particular the intern shall support the Information Technology (IT) Associate to revamping/upgrading the server room; assist with setting-up network in Ramallah and Gaza sub offices; supporting the establishment of a site-to-site virtual private network (VPN) between the sub offices and Jerusalem; helping establish and manage backup solutions both in the field sub offices and Jerusalem; assist with troubleshooting problems in personal computers, ensuring they have most up-to-date software; supporting installation and configuring new devices (laptops, mobile devices and printers) and with maintenance and servicing of printers; support the team in establishing video/audio conference calls; assist the Web developer in uploading data onto and maintaining the new corporate website, ensuring that the website is functioning properly; help develop IT specifications for new items/Information Communications Technology (ICT) kits and following-up with the procurement officer on technical specifications/bidding process; supporting the Office in data entry/logging information into the office main databases and website; assisting the Office in data mining and cleaning, uploading historical/backlog information into the Protection of Civilian Database; supporting the Office in data analysis and harmonization and; performing other tasks requested by the Head of Office and/ or Information Management Unit (IMU) Manager.

Competencies

CLIENT ORIENTATION: considers all those to whom services are provided to be "clients " and seeks to see things from clients' point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients' needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client. COMMUNICATION: speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match the audience; demonstrates openness in sharing information and keeping people informed. TEAMWORK: works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

Education

To qualify for an internship with the United Nations Internship Programme, applicants must meet one of the following requirements:

- Be enrolled in a graduate school programme (second university degree or equivalent, or higher); or

- Be enrolled in the final academic year of a first university degree programme (minimum Bachelor's level or equivalent); or

- Have graduated with a university degree and, if selected, must commence the internship within a one year period of graduation from an academic programme.

Applicants who are unable to commence the internship within one year of graduation shall not be accepted.

The University degree must be in the area of Computer Science, Computer Engineering, Information Technology, Information Management, Management Information Systems (MIS) or in a related field.

Work Experience

Applicants are not required to have professional working experience for participation in the Programme though any academic and/or practical experience in Information Technology domain including networking, server management, data safety and security, ICT support, data cleaning and mining, data management including data entry, web and database development is desirable. Practical experience using standard office software applications, cloud solutions and mobile applications are an asset. Applicants should be computer literate in standard software applications; have a demonstrated keen interest in the work of the United Nations, a personal commitment to the ideals of the Charter and; have a demonstrated ability to successfully interact with individuals of different cultural backgrounds and beliefs, which includes willingness to understand and be tolerant of differing opinions and views.

Languages

English and French are the working languages of the United Nations Secretariat. For this internship fluency in English (both oral and written) is required.

Assessment

Candidates will be assessed based on their Personal History Profile (PHP). Individual interviews may be conducted by the Hiring Manager directly for further consideration. A complete online application (Cover Note and Personal History profile) is required. Incomplete applications will not be reviewed. The cover Note must include:

- Title of degree you are currently pursuing;

- Graduation date (when will you be graduating from the programme);

- IT skills and programmes in which you are proficient;

- Explanation why you are the best candidate for the internship position.

In your Personal History Profile, be sure to include all past work experience, if any; IT skills and three (3) references. Due to high volume of applications received, ONLY successful candidates will be contacted.

United Nations Considerations

According to article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity, including but not limited to, respect for international human rights and humanitarian law. Candidates may be subject to screening against these standards, including but not limited to, whether they have committed or are alleged to have committed criminal offences or violations of international human rights law and international humanitarian law.

Due regard will be paid to the importance of recruiting the staff on as wide a geographical basis as possible. The United Nations places no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. The United Nations Secretariat is a non-smoking environment.

Applicants are urged to follow carefully all instructions available in the online recruitment platform, inspira. For more detailed guidance, applicants may refer to the At-a-Glance on "The Application Process" and the Instructional Manual for the Applicants, which can be accessed by clicking on "Manuals" hyper-link on the upper right side of the inspira account-holder homepage.

The screening and evaluation of applicants will be conducted on the basis of the information submitted in the application according to the evaluation criteria of the job opening and the applicable internal legislations of the United Nations including the Charter of the United Nations, resolutions of the General Assembly, the Staff Regulations and Rules, administrative issuances and guidelines. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications, including but not limited to, their education, work experience, and language skills, according to the instructions provided on inspira. Applicants will be disqualified from consideration if they do not demonstrate in their application that they meet the evaluation criteria of the job opening and the applicable internal legislations of the United Nations. Applicants are solely responsible for providing complete and accurate information at the time of application: no amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to a reference-checking process to verify the information provided in the application.

Job openings advertised on the Careers Portal will be removed at midnight (New York time) on the deadline date.

No Fee

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, OR TRAINING). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS.