

**UN Moldova Internship Program for Persons Belonging to**

**Under-Represented Groups**

**Terms of Reference**

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| **UN Agency:** | United Nations Development Programme (UNDP) in Moldova |
| **Title of the internship position:** | Information and Communications Technology (ICT) Support Intern |
| **Program / Project / Section:** | Information and Communications Technology (ICT) Unit |
| **Reports to (officer in charge):** | ICT Service Delivery Coordinator |
| **Duration and Period**  **of the Internship:** | 1 June – 30 November 2018 (6 months), with a possibility of extension |
| **Weekly workload (hours / week):** | 16-20 hours / week |

**Background**

UNDP Moldova Information and Communications Technology (ICT) Unit provides daily IT and communications services and technical support to the staff persons of UNDP and other UN Agencies at the UN House in Moldova. These services and support are provided on request and include the following: implementation of new applications and those which are used already, upgrades of technologies (both hardware and software) and infrastructure, provision of support for the organization of events, improvement and increase of the services availability and the reduction of costs.

**Summary of key responsibilities:**

* 1. To contribute to the provision of daily on-site support for the staff on the usage of software and hardware;
  2. To contribute to the installation and setup of ICT equipment: perform or ensure proper installation of cables, of operating systems and/or of appropriate software;
  3. To contribute to the troubleshooting of ICT equipment when problems are reported;
  4. To assist in the maintenance of ICT network:

1. Installation of the LAN cabling system;
2. Maintenance of cabling system in order and properly label cables;
3. Installation of the wireless access points and switches;
   1. To contribute to the management and monitoring of internal assets to ensure accurate inventory records;
   2. To contribute to the provision of technical support for different type of meetings and workshops:
4. Setup, testing and return to stock (if needed) of conferencing equipment (projectors, teleconference, videoconference, Skype);
5. Setup, testing and return to stock (if needed) of computer equipment (laptops, speakers, monitors);
   1. To assist in recycling and disposal of ICT equipment and promotion of the separate collection of other waste in the UN House in consultation with the staff persons.

**Eligibility requirements**

Education:

* At least secondary education (completed University degree, especially in the field of Information Technology, is an advantage, but IS NOT a mandatory requirement).

Minimum qualifications / skills and competencies:

* Basic IT knowledge;
* Understanding of Windows operating system and end-user ICT equipment;
* Ability to cooperate efficiently with diverse groups of people belonging to vulnerable, minority and marginalized groups;
* Good communication skills;
* Comfortable in talking and interacting with others;
* Core Values: proven commitment to the core values of the United Nations; in particular, is respectful of differences of culture, gender, religion, ethnicity, nationality, language, age, HIV status, disability, sexual orientation, or other status;
* Core Competencies: communication skills, enthusiasm, drive for results, ability to work on computer using Word, internet browsers and e-mail;
* Personal Qualities: responsibility, creativity, flexibility, punctuality;
* Languages:
  + Fluency in Romanian **OR** Russian;
  + Knowledge of one or more other languages relevant for Moldova, including Bulgarian, Gagauzian, Romani, Ukrainian or sign language, is an advantage.

**Who can apply for the internship?**

This internship position comes as a temporary special measure and seeks to fill in under-representation in UNDP Moldova primarily of persons belonging to the following groups: persons with disabilities, ethnic minorities, especially ethnic Gagauzians, Bulgarians, Roma, Jews, people of African descent, people living with HIV, religious minorities, especially Muslim women, LGBTI.

**Additional application requirement:**

* Taken the specificity of tasks within this internship the intern will need to have a certain degree of physical mobility.

**Internship package and working conditions**

* Remuneration: this internship **is not** a paid position.
* Workplace conditions: Intern will work inside and outside the UNDP office and will participate in all working meetings organized by the office. Intern needs to ensure access to computer and internet (access to the internet will be provided when working in the UNDP office).
* Urban, inter-urban transportation costs (in case of an intern with reduced mobility), as well as living or other relevant costs (in case of an intern permanently residing outside Chisinau) – will be additionally discussed and agreed.