Call for CV 2024-05

Open to Internal and External Candidates

Position Title	:	**Intern (Information and Communication Technology)**
Duty Station	:	**Brussels, Belgium (Regional Office)**
Classification	:	**Internship**
Duration of Assignment	:	**6 months**
Estimated Start Date	:	**June 2024**
Closing Date	:	**14 May 2024**

Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

Context

Under the direct supervision of the ITS administrator and overall supervision of the Regional Information Management and Technology Officer, the successful candidate will provide first level ICT support to IOM RO Brussels' users and EEA Region Country Offices.

The ICT intern will assist in resolving first line incidents and service requests for IOM RO Brussels staff and remote users. This role involves troubleshooting, user support, equipment handling, and collaboration with vendors, contributing to ongoing service enhancements and user training.

Learning objectives

- Exposure to IOM's Regional Office Activities: You will have the chance to observe and participate in the operations within the IOM's regional branch.

- Insight into IOM and the UN System: You will learn about the organizational structure and procedural workings of both the IOM and the wider UN System.

- Development of Professional Skills: You will cultivate your professional skills and capabilities in an international environment, collaborating with a diverse and global team.

- Understanding ICT Standards and Guidelines: Familiarizing yourself with the updated mandatory ICT Infrastructure, Software, and Hardware Standards and Guidelines for IOM worldwide. This knowledge is crucial for supporting, monitoring, and maintaining the mission's ICT resources.

- **IT Security Initiatives**: Gaining insights into key security initiatives aimed at enhancing IOM's security posture, such as Intune Enrollment for improving device management.

General functions

Linked to the above-mentioned learning objectives, the tasks expected to perform include, but are not limited to:

- Assist in logging and categorizing incidents and service requests, assigning priority as needed.
- Help with basic first-line investigation and troubleshooting of issues; and escalate complex cases as needed.
- Keep users updated about incident progress, resolutions, or any potential impacts.
- Assist in documenting changes and maintaining asset information, and help update process documents and troubleshooting guides.
- Help update and manage the ticketing system for incident and service request logging.
- Assist the ICT Department in preparing the training materials to be used for training staff on corporate tools and technologies as well as in maintaining the ICT service catalogue.
- Provide basic technical support for events requiring ICT services, such as setting up videoconferences and teleconferencing.
- Support project coordination tasks under the guidance of the IT Administrator.

Required Qualifications and Experience

Education

Applicants to IOM internships must, at the time of application, meet one of the following requirements:
a) Be enrolled in the final academic year of a first university degree programme (minimum Bachelor's level or equivalent);
b) Be enrolled in a graduate school programme (second university degree or equivalent, or higher); or
c) Have graduated with a university degree and, if selected, must commence the internship within one year of graduation.

Required field of study: Computer Science, Information Technology, Information Systems, Computer Engineering, Software Engineering, Cloud Computing or a similar field.

Skills and Experience

- Great command of Microsoft 365 and Azure is required;
- Strong understanding of cybersecurity best practices is required;
- Previous volunteering, internship or work experience related to the General Functions listed above will be considered a distinct advantage.
- Previous volunteering, internship or work experience in an international organization, governmental institution or NGO will be considered an advantage.

Languages

Fluency in English is required. Any other language will be considered an asset.

Other

Appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government, where applicable. As part of the mandatory medical entry on duty clearance, candidates will be requested to provide evidence of vaccination against COVID-19.

This post is subject to local recruitment. Only persons holding a valid residence and work permit for Belgium will be eligible for consideration.

Preference will be given to candidates coming with, or eligible for, a third-party scholarship to cover their costs of living during the internship. For instance, the Flanders Trainee Programme, the WBI traineeship programme or Erasmus+ can be considered.

The start of the internship is based upon confirmation of funding for the internship.

How to apply

Interested candidates are invited to submit their applications to IOMBrusselsApplications@iom.int **by 14 May 2024 by 23:59 (Brussels time)** at the latest, referring to '*CFCV 2024-05 Intern ICT'* in the subject line and including the following documents:

   a) CV
   b) Cover Letter
   c) Mandatory Questionnaire (page 4)

In order for an application to be considered valid, IOM only accepts applications duly completed. IOM reserves the right to contact shortlisted candidates only.

Posting period

From 30.04.2024 to 14.05.2024

1. **Academic background**

   1.1. Pick one of the following:

   ☐ I am currently enrolled in the final academic year of a first university degree programme (minimum Bachelor's level or equivalent)

   ☐ I am currently enrolled in a graduate school programme (second university degree or equivalent, or higher)

   ☐ I have graduated with a university degree. Date of graduation: ……………………………………………

   ☐ Other: ……

   1.2. Indicate your field of study: ………

2. **Languages**

   2.1. English:　☐ A1　☐ A2　☐ B1　☐ B2　☐ C1　☐ C2

   2.2. Other: ……

3. **Skills and experience**

   3.1. Command of Microsoft 365:　☐ Basic　☐ Intermediate　☐ Advanced

   3.2. Command of Microsoft Azure:　☐ Basic　☐ Intermediate　☐ Advanced

   3.3. Knowledge of cybersecurity best practices:　☐ Basic　☐ Intermediate　☐ Advanced

   3.3. Experience directly related to the General Functions listed above:　yes ☐　no ☐

   3.4. Experience in an international organization, governmental institution or NGO:　yes ☐　no ☐

4. **Scholarship**

   ☐ I come with a student or internship scholarship, or I am eligible for one.

   Please specify which one: ……

5. **Do you currently hold a valid residence and work permit for Belgium?**　yes ☐　no ☐
   (EU nationals, please mark 'yes'; non-EU nationals, please mark as appropriate)

6. **Do you have any relatives in the service of IOM (globally)?**　yes ☐　no ☐