**Functional Title:** Intern IT and General service support  
**Type of Post:** Internship - national  
**Duty Station:** Kigali, Rwanda  
**Duration:** 3 month

**Background:**  
Rwanda Office of United Nations Development Programme is a fast paced and ever changing environment. Changes that we are about to go through present an exciting challenge for our Operations Team. To help respond to this challenge and reach our goals we are seeking to empower our ICT unit with skilled human resources that can bring enthusiasm and effectiveness and strive to outstanding performance and results.

In ICT unit we learn about most recent ICT trends and use cutting edge technology to keep up with industry best practices. We analyse opportunities and threats to develop ICT strategy in line with our business needs. We reach for UNDP global support to achieve efficient management of our ICT resources. All our activities are carefully thought through to ensure they are rational and justified. When it comes to fulfilling user’s requirements, we don’t know of No as an answer. At the end, we count on UNDP’s programmes we support to reach Millennium Development Goals.

An intern IT support in UNDP’s ICT unit will work closely with ICT Manager on both systematic and opportunistic tasks and activities that support UNDP’s programmes and projects in Rwanda. This may include supporting internal ICT operations. Successful candidate is a student with technical background that can demonstrate ability to work in a team and learn rapidly about current trends and technology. Analytical skills, openness and proficiency in English or French are required. Certain experience in computer and network administration or involvement in project management will be considered an advantage. Internship is envisaged as an opportunity for individuals with no professional experience to gain professional skills which would enable them to enrich their Curriculum Vitae and become more marketable on the employment market.
**Duties and Responsibilities:**

Under direct supervision of the UNDP ICT Manager as project manager for the assignment and overall oversight of the Resident Representative, the IT internship will have the following responsibilities:

- **After training and orientation; a National Intern will support ICT unit to provide technical support (Helpdesk) to UNDP staff and Affiliated Agencies:**
  
  a) To ensure inventory of all used IT equipment and other office furniture’s in each office.
  b) To produce the list of those equipment by specifying Brand, model and serial and make sure that staff signed the list of equipment on their office respectively.
  c) To organize the Old IT equipment and cleaning them if necessary.
  d) To Assist in preparation of fuel consumption and vehicle movement reports.
  e) Review all vehicles log book and prepare a weekly movement report for each vehicle.
  f) To carry out all other tasks requested by the supervisor.

**Qualification Requirements:**

- Undergoing studies in Information Systems / Computer Science or related studies.
- Knowledge of IT equipment as well as windows product
- Hardware and software troubleshooting skills
- Good communication skills and ability to work effectively under pressure in a team and in a multicultural environment.
- Proactive approach to operational challenges in ICT environment
- Technical background will be considered an advantage
- experience in computer/network administration will be considered an advantage

**Terms and conditions:**

UNDP Internships are NON-PAID and a minimum of 1 month of commitment on behalf of the applicants is required, with longer commitment considered desirable. Selected candidate is expected to work in UNDP office 20 hours per week with individually agreed flexibility. In return, UNDP commits to assign at least 1 staff member to act as a mentor to the intern, ensure that interns are exposed to meaningful and adequately challenging professional tasks and provide them with adequate learning resources. UNDP will issue Letter of reference to candidate that exceeds expectations.