

## CALL FOR CURRICULA VITAE

Position Title : **IT Intern**  
Duty Station : **Rome, Italy**  
Type of Appointment : **Internship, six months with possibility of extension**  
Estimated Start Date : **as soon as possible**

Vacancy Closing Date : **July 9, 2024**  
Reference code : **CFCV 2024 31**

*Established in 1951, IOM is the United Nations related organization in the field of migration and 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 overall direction of the Director, Coordinating Office for the Mediterranean and Chief of Mission in Italy and Malta and Representative to the Holy See, and the direct supervision of the Resource Management Specialist, the intern will assist with the daily activities of the Resource Management Unit, in accordance with the IOM policy and procedures.

### **General Functions:**

- 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 Assistant.

### **Required Qualifications and Experience:**

#### **Education:**

- Be enrolled in the final academic year of a first university degree programme (minimum bachelor's level or equivalent) in Computer Science, Information

Technology, Information Systems, Computer Engineering, Software Engineering, Cloud Computing or a similar field;

or

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

or

- Have graduated with one of the above university degrees and, if selected, must commence the internship within one year of graduation.

### **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:**

- Proficiency in Italian and English (oral and written).

### **Other:**

The internship is subject to local recruitment. Only persons holding a valid residence and work permit for Italy will be eligible for consideration.

### **How to apply:**

Interested candidates are invited to submit their CVs and motivation letters in English via e-mail at [applicationsiomitaly@iom.int](mailto:applicationsiomitaly@iom.int).

The reference code **CFCV 2024 31 IT Intern\_SURNAME Name** must be clearly indicated in the e-mail subject otherwise the application will not be correctly routed.

*Candidates who do not possess the above requested, mandatory qualifications will not be taken into consideration.*

*Only shortlisted candidates will be contacted for an interview, soon after the closing of the Vacancy.*

**Posting period:** From 25.06.2024 to 09.07.2024.