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| JOB TITLE: | IT Intern |
| TYPE OF CONTRACT: | Internship |
| UNIT/DIVISION: | Yemen CO |
| DUTY STATION (City, Country): | Sana'a CO |
| DURATION: | 6 months |

The World Food Programme, based in Yemen is looking for vibrant, innovative, and multi-talented students.

An internship at WFP is a great opportunity to acquire practical work experience while contributing to the goal of reaching Zero Hunger.

WFP seeks candidates of the highest integrity and professionalism who share our humanitarian principles. Selection of staff is made on a competitive basis.

ABOUT WFP

The United Nations World Food Programme is the 2020 Nobel Peace Prize Laureate. We are the world's largest humanitarian organization, saving lives in emergencies and using food assistance to build a pathway to peace, stability and prosperity for people recovering from conflict, disasters and the impact of climate change.

ORGANIZATIONAL CONTEXT

The World Food Programme is the world's largest humanitarian agency, fighting hunger worldwide. We are currently seeking to fill internship positions. The positions will be based in Sana'a, Yemen. The internship will last between 5 to 8 months for each intern with a clear and pre-defined roles and responsibilities. Interns are likely to be working under the close support and guidance of a more experienced professional staff member receiving guidance and regular feedback on work performed.

PURPOSE OF THE ASSIGNMENT:

The intern will act as an IT Service Desk and User Support where the intern will contribute to carrying out different activities within the unit such as reporting, recording requests, acting as a single IT point of contact, and reflecting a professional communication attitude to raise up end-user satisfaction, and using the ticket escalation approach when necessary.

KEY RESPONSIBILITIES

- Receive and record all requests (services/ equipment) from users.
- Promptly assign each incident/ticket to an IT technician with the right competence to deal with the issue.

- Monitor the progress of each ticket and provide deadline for problem resolution where necessary.
- Provide continuous feedback to client on progress of their request.
- Use the ticket escalation approach as and when necessary.
- Ensure that resolved tickets are closed promptly.
- Provide weekly report on status of all tickets registered on the system.
- Maintain a database of solutions for all resolved problems.
- Ensures that statistical, status and graphical reports are completed and continually modified to meet the needs of the department.
- Act as a single IT point of contact and reflect professional communication attitude to raise up end use satisfaction.
- Update and follow up the duty roaster staff to ensure SD availability after working hours or during weekends, or holidays.
- Generate daily, weekly monthly reports related to ITSD logs and achievements.

STANDARD MINIMUM QUALIFICATIONS

The Internship programme envisions the eligibility criteria to ensure the programme is applied in a consistent and structured manner:

EDUCATIONAL BACKGROUND

Certificate in the computer science or any related functional area.

1. Be fluent in English (WFP working language)
2. Be fit to work at the duty station of the internship.
3. Not be sons, daughters, brothers, or sisters of WFP employees.

Match one of the below conditions for education status:

- Currently enrolled in an undergraduate programme (for example, Bachelor's degree) and have completed at least 2 years of the programme. Candidates should have attended classes in the past 12 months from a recognised university (please refer to the UNESCO list below or at [UNESCO™ | WHED World Higher Education Database | International Handbook of Universities | IAU | IHU \(unesco-whed.org\)](#)).
- Currently enrolled in a graduate programme (for example, Master's degree) from a recognised university (please refer to the UNESCO list) and have attended classes in the past 12 months.
- Recently graduated from an undergraduate or graduate programme (within six months prior to the application to the Internship programme) from a recognised university and have attended classes in the last 12 months.

TERMS AND CONDITIONS

- Interns receive a monthly stipend from WFP.
- WFP is not responsible for living expenses, arrangements for accommodation and related costs.
- WFP will recognize candidates' educational credentials from recognised institutions that have been recognised by the United Nations Educational, Scientific and Cultural Organization (UNESCO).

- WFP is an equal opportunity employer.
- Female candidates will be prioritized.
- Only candidates who are short-listed will be contacted.
- By submitting your application, you have read the Terms of Reference for this position and agree that any false, wrong or incomplete information might lead to your disqualification in this recruitment process.

WFP never uses external recruitment agencies and recruitment is always free of charge. WFP seeks candidates of the highest integrity and professionalism who share our humanitarian principles. The selection of staff are made on a competitive basis and we are committed to promoting diversity and gender

balance. Only applicants whose profiles meet the advertised job requirements will be considered and only within the announced deadline.

لا يقوم برنامج الأغذية العالمي بالاستعانة ابدأً بأشخاص او بوكالات خارجية في التوظيف، علماً بان عملية التوظيف دائماً مجانية. يبحث برنامج الأغذية العالمي عن مرشدين من أعلى درجات النزاهة والكفاءة المهنية والذين يتقاسمون مبادئنا الإنسانية. يتم اختيار الموظفين على أساس تنافسي ورحن ملتزمون بتعزيز التنوع والتوازن بين الجنسين. سيتم النظر فقط للمتقدمين الذين تفي ملفاتهم الشخصية بمتطلبات الوظيفة المعلن عنها، فقط خلال الموعد النهائي المعلن

WFP has zero tolerance for discrimination and does not discriminate on the basis of HIV/AIDS status.

No appointment under any kind of contract will be offered to members of the UN Advisory Committee on Administrative and Budgetary Questions (ACABQ), International Civil Service Commission (ICSC), FAO Finance Committee, WFP External Auditor, WFP Audit Committee, Joint Inspection Unit (JIU) and other similar bodies within the United Nations system with oversight responsibilities over WFP, both during their service and within three years of ceasing that service.