

Posting Title : Information Technology, Client Services Intern, I
Job Code Title : INTERN - ADMINISTRATION
Department/ Office : Regional Service Centre at Entebbe
Duty Station : ENTEBBE
Posting Period : 30 May 2025 - 12 June 2025
Job Opening number : 25-ADM-RSCE-259082-J-ENTEBBE (M)
Staffing Exercise : N/A

United Nations Core Values: Integrity, Professionalism, Respect for Diversity

Org. Setting and Reporting

The Department of Operational Support (DOS) was established to provide end-to-end operational support, advisory services and other solutions to operating entities across the Secretariat, including departments, offices away from headquarters, peace operations, and regional commissions.

The Regional Service Centre in Entebbe, Uganda (RSCE), was established in July 2010, following the adoption of General Assembly resolution 64/269. The Centre provides efficient, client-oriented and scalable services with the goal of moving transactional, non-location dependent administrative functions to the Centre from its client entities. This includes transactional elements of human resources, finance, multimodal movement and control, personnel and cargo transport and information and communications technology (ICT) support.

In addition to these services, the Office of the Director RSCE and support offices through the Deputy Director RSCE provides overall guidance on the operations of the RSCE including strategic planning, communication, budgeting, human resources management, property management, quality assurance and business intelligence, conference services, record keeping and archive management, and audit response and risk management.

For more information, please visit <https://rsce.unmissions.org>.

These internship positions are located in the Client Services Section (CSS) at the Regional Service Centre Entebbe (RSCE). The interns will report to the Client Services Officer.

Responsibilities

Under the supervision of the Client Services Officer, the Interns will be responsible for the following duties:

- Job shadow in the Client Services Section units – Client Relations & Knowledge Management and Client Support Units.
- Technical design, development, customization, testing and timely delivery of MS PowerBI solutions to present Client Service information for managerial decision-making.
- Design logical data model, define and manage MS Excel based data structures required to support Business Intelligence (BI) solutions.
- Provide guidance and technical data management input to ensure that the data are accurate and consistent among all systems and applications.
- Design and deploy client service surveys and analyse results based on agreed criteria.
- Draft various client service reports using Microsoft 365 Office applications.
- Perform quality assurance and testing for automated processes in Client Service.
- Support end-users in troubleshooting and resolving application issues for client service tools.
- Perform other duties as assigned by the supervisor.

Learning Objectives:

The interns will be part of the larger CSS team and benefit from exposure to the United Nations Entebbe Campus network. This will help them gain insights into broader CSS strategies, projects, and initiatives within the Regional Service Centre, Entebbe (RSCE). The interns will also develop practical client support and service delivery skills and familiarise themselves with various technology tools and platforms.

Competencies

Communication: Speaks and writes clearly and effectively. Listens to others, correctly interprets messages from others and responds appropriately. Asks questions to clarify, and exhibits interest in having two-way communication. Tailors language, tone, style and format to match the audience. Demonstrates openness in sharing information and keeping people informed.

Teamwork: Works collaboratively with colleagues to achieve organizational goals. Solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others. Places team agenda before personal agenda. Supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position. Shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

Planning and organizing: Develops clear goals that are consistent with agreed strategies. Identifies priority activities and assignments; adjusts priorities as required. Allocates appropriate amount of time and resources for completing work. Foresees risks and allows for contingencies when planning. Monitors and adjusts plans and actions as necessary. Uses time efficiently.

Education

Applicants must meet one of the following requirements:

(a) Be enrolled in, or have completed, a graduate school programme (second university degree or equivalent, or higher) in Computer Science, Information Technology, Business Information Technology, or other relevant academic fields; or,

(b) Be enrolled in, or have completed, the final academic year of a first university degree programme (minimum bachelor's level or equivalent) in Computer Science, Information Technology, Business Information Technology, or other relevant academic fields.

Job Specific Qualifications

Work Experience

No working experience is required to apply for the United Nations Internship Programme. Your training, education, advance course work or skills should benefit the United Nations during your internship.

Proficiency in Microsoft 365 Productivity suite and office equipment is desirable.

Familiarity with data analytics using Microsoft PowerBI and Microsoft Excel for reporting and dashboard creation is desirable

Languages

English and French are the working languages of the United Nations Secretariat. For this internship programme, fluency in oral and written English is required.

Assessment

Potential candidates will be contacted by the hiring manager directly for further consideration.

Special Notice

This internship is for a period of (6) six months.

The Interns will work full-time (5) five days, (40) forty hours per week, in person at the duty station.

The interns will be expected to have the ability to work in a multi-cultural environment with sensitivity and respect for diversity.

An impeccable record of integrity and professional ethical standards is essential.

RSCE is committed to diversity and inclusion within its workforce and encourages all candidates irrespective of gender, nationality, religious and ethnic backgrounds, including persons with disabilities, to apply.

Interns are not financially remunerated by the United Nations. Costs and arrangements for travel, visas, accommodation and living expenses are the responsibility of interns or their sponsoring institutions. Interns who are not citizens or permanent residents of the country where the internship is undertaken, may be required to obtain the appropriate visa and work/employment authorization. Successful candidates should discuss their specific visa requirements before accepting the internship offer.

United Nations Considerations

According to article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity. Candidates will not be considered for employment with the United Nations if they have committed violations of international human rights law, violations of international humanitarian law, sexual exploitation, sexual abuse, or sexual harassment, or if there are reasonable grounds to believe that they have been involved in the commission of any of these acts. The term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. The term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. The term "sexual harassment" means any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment, and when the gravity of the conduct warrants the termination of the perpetrator's working relationship. Candidates who have committed crimes other than minor traffic offences may not be considered for employment.

Due regard will be paid to the importance of recruiting the staff on as wide a geographical basis as possible. The United Nations places no restrictions on the eligibility of men and

women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. The United Nations Secretariat is a non-smoking environment.

Reasonable accommodation may be provided to applicants with disabilities upon request, to support their participation in the recruitment process.

By accepting a letter of appointment, staff members are subject to the authority of the Secretary-General, who may assign them to any of the activities or offices of the United Nations in accordance with staff regulation 1.2 (c). Further, staff members in the Professional and higher category up to and including the D-2 level and the Field Service category are normally required to move periodically to discharge functions in different duty stations under conditions established in ST/AI/2023/3 on Mobility, as may be amended or revised. This condition of service applies to all position specific job openings and does not apply to temporary positions.

Applicants are urged to carefully follow all instructions available in the online recruitment platform, *inspira*, and to refer to the Applicant Guide by clicking on "Manuals" in the "Help" tile of the *inspira* account-holder homepage.

The evaluation of applicants will be conducted on the basis of the information submitted in the application according to the evaluation criteria of the job opening and the applicable internal legislations of the United Nations including the Charter of the United Nations, resolutions of the General Assembly, the Staff Regulations and Rules, administrative issuances and guidelines. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications according to the instructions provided in *inspira* to be considered for the current job opening. No amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application.

Job openings advertised on the Careers Portal will be removed at 11:59 p.m. (New York time) on the deadline date.

No Fee

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, OR TRAINING). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS.