



GCERF

Global Community Engagement
and Resilience Fund

Vacancy Announcement

IT Intern

(REF. 2202-15)

Position title:	IT Intern
Position level:	Internship
Team:	HR & Administration
Required FTE:	80 – 100 %
Reports to:	HR & Administration Manager

Scope of the role

Responsible for providing internal support to colleagues on IT-related issues including troubleshooting problems, software/hardware management, procuring and setting up IT and communication devices for colleagues, and supporting Asset management.

Principal accountabilities and ownership

1. IT Assets
 - Support IT and communication device asset management
2. Technical support
 - Install, Format & reset Operating System (Windows)
 - Troubleshoot and Fix IT issues (Network/Devices/software)
 - Collaborate closely with external service provider to quickly resolve issues that cannot be resolved in-house. Closely manage tickets raised and ensure clear internal communication to colleagues.
3. Internal projects
 - Device donation and recycling
 - Printers management

Qualifications

Knowledge/Experience/Qualifications

- Degree in Computer Science or Diploma of Advanced Technician in Information of technology
- First experience in supporting and working in an IT unit

Technical skills

- Working level of English is required.
- French is an asset

Values

- Achieving together
- Acting with integrity
- Embracing diversity
- Realising potential
- Making a difference

Personal attributes based on GCERF competencies

- Proactivity, integrity. Innovate
- Work collaboratively
- Accountability and drive for solutions and results
- Communicate effectively
- Demonstrate good judgement, informed and fair decision-making
- Embrace learning. Entrepreneurial spirit

Interdependencies

What this role must provide for key working relationships

IT (primary)

- Collaborate closely with IT Project Coordinator on IT assets and technical issues for resolution and improvement
- Support the relevant processes and unit administration

Other units (primary)

- ICT Technical support, troubleshooting, problem-solving

HR & Administration team (primary)

- Support management of Communication assets (in set up, order and administration)
- Support for surplus electronic devices donation and recycling

General information:

- GCERF is committed to diversity within its workforce and encourages applications from all qualified candidates, from all countries. We have the ability to request permission to work and reside for all international candidates.
- Contract: 6 to 12 months part (80%) or full-time (40 hours per week) with a possibility to renew.
- Location: The position is based in Geneva.
- Remuneration: CHF 2,000 per month (at 100%)

Application Process:

Deadline: 29 January 2023

As a part of the recruitment process, shortlisted applicants will be asked to complete a written assignment and participate in an interview process.

How to Apply: Please visit the GCERF website at <https://www.gcerf.org/careers-and-opportunities/>.

Please send an email to careers@gcerf.org with any questions you may have regarding this vacancy.