

ICT Intern at World Food Programme (WFP)

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

The World Food Programme is the food assistance branch of the United Nations and the world's largest humanitarian organization addressing hunger and promoting food security.

JOB PURPOSE

To learn basic IT operation process by working with IT colleagues to deliver standard software and hardware support services, as well as monitor and maintain a wide range of information sources, to contribute to the effective delivery of IT services.

KEY ACCOUNTABILITIES (not all-inclusive)

Learn by jointly working with colleagues to carry-out system and equipment maintenance tasks, such as back-up system data and system protection, to ensure they are running effectively and enable easy and efficient use.

Undertake basic monitoring and troubleshooting of server systems to ensure a consistent delivery of IT services to staff.

Respond to basic queries about technology and systems to support the correct application of technology.

Receive and inspect all incoming assets and report discrepancies in IT materials inventory to senior colleagues to ensure materials are effectively tracked.

Perform basic beta testing and support the roll out of new versions of centrally supported software to ensure software is operational for WFP staff.

Ensure information is up to date and accurate within inventories, databases, websites, and archives in order to support senior officers in managing these systems.

With direction from senior colleagues, collate information to be included in standard material such as training documentation and web content, to contribute to the availability of information about services and products.

Follow set emergency response processes and procedures as required to provide support in enabling emergency food assistance needs to be met.

STANDARD MINIMUM QUALIFICATIONS

Education: Completed an undergraduate or graduate degree programme (e.g., a Bachelor's/Master's degree) at a recognized university, in the area of Computer Science, Information Technology, or a related field.

Knowledge and Skills:

Basic knowledge of computer hardware, software, and networking

Strong analytical and problem-solving skills

Excellent written and verbal communication skills

Language: Fluency in both oral and written English is required. Knowledge of another UN language is an advantage.

KEY COMPETENCIES

Ability to work in a fast-paced environment and adapt to changes quickly

A quick learner and have a passion for technology.

DELIVERABLES/OUTPUTS

Completed IT Support Tickets

IT System Documentation

Analytical Dashboards

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