

TERMS OF REFERENCE
Intern for Information Technology and Information System Unit

I. General Information

Sector of assignment: **Internship in Information Technology and Information System Unit**

Location: at UNDP Ha Noi

Duration of Internship: 4 months – 1 year, starting as soon as possible

II. Duties and Responsibilities

Under general supervision of the IT Officer, and the direct coaching of the Reference Associate, Registry Assistant and Receptionist, the intern is expected to perform in the following tasks:

1. **Registry:**
 - Assist Registry Assistant in receiving the incoming documents, managing filing system and office archive, opening UN pouches
 - Perform other clerical tasks as required.
2. **Reception:**
 - Assist/replace the UNDP Receptionist when required, specifically:
 - Receive all in coming telephone calls and direct them to the relevant staff.
 - Act as focal for sending and receiving mails by post, hand-deliver.
 - Receive and guide visitors to the respective office and staff.
 - Send faxes
3. **IT Service Desk Support**
 - Checking IT Service Desk recorder system for any voice mail on IT request
 - Record that request on Helpdesk Management System
 - Call responsible IT person to help users.
 - Perform other admin works
4. **Reference and Library:**
 - Help visitors to locate resources as requested; re-arrange documents in order;
 - Assist the Ref. Associate in entering bibliographic data of the Law databases.
 - Undertake photocopying/scan documents when requires;
 - Look after the library when the Library Associate is away.

III. Output by the end of the assignment

- Becoming fully capable and confident in acting as office receptionist whenever required
- Get to know how the Registry is operating at the end of the internship
- Get to know how the IT Service Desk is working and what is user issues in IT
- The legal database updated with all legal documents for the Law database
- Becoming fully capable and confident in making searches on online library catalogs in order to locate books/information resources as requested.

IV. Qualifications Requirements:

The intern should have the following qualifications and skills:

- Be able to communicate in English effectively;
- Good command of computer skills: MSWord and Excel Programme is required;
- Familiarity with database software and adequate skills in data entry;
- Able to verify, correct the inaccurate data in the database.