

February 2025

Title: **Junior Project Officer Intern**

Bureau/Dept/Unit: BDT/ DKS / DI

Supervision: Roxana Widmer-Iliescu / Head of Digital Inclusion Service

Duration: 6 to 11 months maximum

Location: ITU Headquarter

ITU is the United Nations specialized agency for information and communication technologies – ICTs.

We allocate global radio spectrum and satellite orbits, develop the technical standards that ensure networks and technologies seamlessly interconnect, and strive to improve access to ICTs to underserved communities worldwide.

ITU is committed to connecting all the world's people – wherever they live and whatever their means. Through our work, we protect and support everyone's fundamental right to communicate.

Today, ICTs underpin everything we do. They help manage and control emergency services, water supplies, power networks and food distribution chains. They support health care, education, government services, financial markets, transportation systems, e-commerce platforms and environmental management. And they allow people to communicate with colleagues, friends and family anytime, and almost anywhere.

With the help of our global membership, ITU brings the benefits of modern communication technologies to people everywhere in an efficient, safe, easy and affordable manner.

ITU membership reads like a Who's Who of the ICT sector. We're unique among UN agencies in having both public and private sector membership. So, in addition to our 193 Member States, ITU membership includes ICT regulators, many leading academic institutions and some 700 tech companies.

In an increasingly interconnected world, ITU is the single global organization embracing all players in this dynamic and fast-growing sector.

1. **Organizational Unit**:

HRMD will enter the Bureau or SG/Department mandate – *Please indicate the acronyms*

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| 1. **Organizational context:** |

Digital inclusion (<https://www.itu.int/itu-d/sites/digital-inclusion/>) is a holistic, intersectional approach to promoting ICT and digital accessibility, aiming to build a digitally inclusive world for all—regardless of age, gender, ability, or geographical location. To ensure no one is left behind, we contribute to achieving our goals by:

* Supporting Member States, sector members, and academia with technical expertise and resources to help formulate, implement, and promote ICT accessibility policies and strategies for digital inclusion.
* Creating platforms to share best practices and foster regional and global collaboration, aiming to build inclusive societies, economies, and environments.
* Empowering diverse groups—including youth; women and girls, particularly in rural, remote, unserved or underserved areas and communities, older persons; persons with disabilities and persons with specific needs; and indigenous peoples and communities—by working with ITU members and multi-stakeholder partnerships on activities and projects aimed at reducing the digital divide and enabling these groups to actively participate in the digital world.

## **Terms of Reference / Internship Objective:**

Under the supervision of the Head of Digital Inclusion Service, the Intern will:

* Support the projects, activities and initiatives within the ITU BDT digital inclusion in their efforts to bridge the digital divide and empower all people—regardless of age, gender, ability, or location. Some of the initiatives and activities like Girls in ICTs, EQUALS, Network of Women, Generation Connect, Accessible events, including support in projects funded by Qualcomm, US State of Department, Ernst & Young, and Huawei among others. The main responsibilities of the incumbent will be related to helping leverage ITUs engagement for issues related to digital inclusion, both at the advocacy and programmatic levels.

Key functions and accountabilities:

* Support knowledge and information management.
* Research, analyze information.
* Support event organization and management.

Research, Policy and Data Analysis (30%)

* Assist in developing and producing briefings, content and background reports to support the development of ITU strategy, assist in other research tasks as assigned by the team. The content produced may be featured in ITU official documents, communication channels, as well as in future ITU publications.

Event Coordination, Promotion and Partnership Engagement Support (70%)

* Support the organization of ITU events related findings of the research, engaging with external partners to coordinate content, speakers, follow up actions and logistics before, during and after each event.
* Assist in the organization of events related to digital inclusion, developing background papers and modifying concept notes and agenda related to the event.
* Assist in responding to written, telephone and face-to-face enquires to assist high-level participants with registration, meetings and other participation matters
* Engage with external partners to coordinate content, speakers, follow up actions and logistic before, during and after the event.
* Assist in the organization of the logistic and draft concept notes in an accurate and concise communication style;report, outcomes and proposals.
* Assist with the selection and vetting processes for recipients/participants of digital inclusion programmes.

1. **Competencies**

**Technical Competencies**

Computer skills are essential for this internship:

* Good management of Microsoft Office (Word, PPT, Excel, Publisher) and Teams, UN Databanks, Web navigation and research.

Event planning and management skills:

* Good skills in planning, organizing and managing events; event evaluation.
* Good skills in drafting reports, background papers and developing any type of materials required for the organization of events.
* Problem-solving and diplomacy
* Dynamic, flexible, international mindset
* Team player! - Positive, service/customer orientated with a hands-on attitude

1. **Qualifications required**
2. **Education**:

University degree in relevant fields

1. **Work experience**:

No work experience is required. Experience in dealing with digital inclusion issues with youth and young women would be an advantage.

**Languages:**   
English at advanced level.

1. **Training and Learning Elements:**

The intern will acquire excellent knowledge and experience of:

* Working in an international environment and engaging with diverse stakeholders
* Working in the UN environment, engaging with different UN agencies and entities
* Project management –foundations, how to successfully carry out a project and meet all requirements
* Event organization and planning
* Promoting the universal design in technology and ICT accessibility policies and strategies, ensuring that everyone has equal and equitable use of ICT products and services.