

February 2025

Title: Intern – Smart sustainable cities and digital transformation

Bureau/Dept/Unit: Telecommunication Standardization Bureau/ Study Group Department/ ITU-T Study Group 20: Internet of things, digital twins and smart sustainable cities and communities (SSC&C)

Supervision: Cristina Bueti/ Counsellor

Duration: 6 to 11 months maximum

Location: ITU Headquarter/Field – Geneva, Switzerland

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**:

The Telecommunication Standardization Bureau (TSB) fulfills the objectives of the Union relating to telecommunication standardization, by providing secretariat support to groups studying technical, operating and tariff questions and facilitating the adoption of Recommendations in these areas with a view to standardizing telecommunications and information technology on a global basis. To achieve these objectives, the Telecommunication Standardization Bureau works in accordance with the instructions of the World Telecommunication Standardization Assemblies (WTSA), Telecommunication Standardization Study Groups and the Telecommunication Standardization Advisory Group. TSB, headed by an elected Director, provides the technical, administrative and logistic support for the assemblies and for the meetings of the groups mentioned.

The Study Groups Department (SGD) is responsible for facilitating, managing and supporting the work of the ITU-T study groups in the development of global telecommunication standards (ITU-T Recommendations) and other documents and databases related to standardization. It provides the counsel and secretariat for the Sector's study groups, focus groups and other ad hoc groups. Particular attention is given to "Bridging the Standardization Gap", i.e., to strengthen the participation of developing countries in the standards making process. The Department maintains close relations with the ITU Radiocommunication and Telecommunication Development Sectors and takes part in their work as required. Likewise, it cooperates with other global standards organizations such as ISO and IEC as well as recognized industry forums and consortia.

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| 1. **Organizational context:**   Under the supervision and guidance of the Counsellor of ITU-T Study Group 20, ITU Focal Point on  Virtual Worlds and Citiverse Initiative and ITU Focal Point on Smart Sustainable Cities & Communities.  Typically, with normal ITU working hours except during meetings and assemblies when the incumbent  may be required to work alternative hours and/or outside ITU headquarters. |

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

Under the supervision of Cristina Bueti, the Intern will:

* Conduct research and data analysis, including,
  + drafting and editing reports, briefings, and documents; refining/adding executive summaries, concisely highlighting key findings.
  + preparing graphic-rich, high-quality PowerPoint presentations on Smart Sustainable Cities, virtual worlds and digital transformation.
  + carrying out research to keep the Digital Transformation Resource Hub up to date.
* Support with event coordination and communications, including,
  + drafting editorial and other relevant promotional content of Digital Transformation Dialogues related events (such as Fireside chats, Ask the Expert sessions and Webinars).
  + writing engaging posts and ensuring regular social media updates while supporting the production of other social media content.
  + developing content for the website. Contributing and ensuring the visibility of virtual events, digital campaigns, and key activities.
  + maintaining, proofreading and systematically updating website pages (training will be provided).
  + assisting the organization of ITU events related to Digital Transformation Dialogues (such as Fireside chats, Ask the Expert sessions and Webinars).

1. **Competencies**

**Technical Competencies**

Excellent computer skills (MS Office; PowerPoint; Adobe Photoshop and/or Adobe Premiere Pro an asset). Knowledge of ICT industry and tech media. Knowledge of both traditional and new media approaches. Knowledge of digital editorial content and promotional platforms. Knowledge of best practices related to effective modern digital communication. Familiarity with content analysis and industry measurement methodologies.

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

University degree in areas related to Information and Communication Technologies, as well as Economy, Business administration, International Relations or International Development Studies, Public Policy, Social Policy, Communications and/or related subjects.

1. **Work experience**:

No work experience is required.

1. **Languages:**

Fluency in oral and written English is a requirement. Knowledge of French and/or Spanish is an advantage.

1. **Training and Learning Elements:**

The intern will acquire excellent knowledge and experience of:

* SharePoint
* Wordpress
* Recommendation ITU-T A.1, ITU-T Working Methods and other Mechanisms
* Ad hoc training offered to ITU staff

Learning will be structured and will take place through participation in ITU meetings and/or workshops, by studying ITU reports, surveys, studies or activities related processes, by mentoring/coaching/on-the-job training.

The post holder will be attached to a direct supervisor who will provide learning opportunities by the following means:

* Participating and contributing to the development of international standards through ITU-T SG20
* Participating and contributing to the work of U4SSC
* Participating and contributing to the work of a global initiative on Virtual Worlds and AI

1. **Additional information**

The intern will be offered the possibility to work in a multi-cultural and dynamic environment and will participate in ITU-T’s activities in the area of AI, IoT, virtual worlds, digital twins and Smart Sustainable Cities.