



Job Description

Internship SGIS - End User Device Optimization - (TAL-SGIS20190530-001)

Primary Location Austria-Vienna-Vienna-IAEA Headquarters

Posting Date 2019-07-02, 10:01:53 AM

Closing Date 2019-07-30, 10:59:00 PM

Duration in Months: 12

Contract Type: Interns

Duration

12 months.

Internships

The IAEA accepts a limited number of interns each year. The internships are awarded to persons studying towards a university degree or who have recently received a degree (see Internship web pages for further details).

The purpose of the programme is:

- To provide interns with the opportunity to gain practical work experience in line with their studies or interests, and expose them to the work of the IAEA and the United Nations as a whole;
- To benefit the IAEA's programmes through the assistance of qualified students specialized in various professional fields.

The duration of an internship is normally not less than three months and not more than one year.

Organizational Setting

The Department of Safeguards (SG) is the organizational hub for the implementation of IAEA safeguards. The IAEA implements nuclear verification activities for some 180 States in accordance with their safeguards agreements. The safeguards activities are undertaken within a dynamic and technically challenging environment including advanced nuclear fuel cycle facilities and complemented by the political diversity of the countries.

The Department of Safeguards consists of six Divisions: three Operations Divisions: A, B and C, for the implementation of verification activities around the world; three Technical Divisions: Division of Concepts and Planning, Division of Information Management, and Division of Technical and Scientific Services; as well as three Offices: the Office for Verification in Iran, the Office of Safeguards Analytical Services and the Office of Information and Communication Services.

The main objective of the Department is to maintain and further develop an effective and efficient verification system in order to draw independent, impartial and timely safeguards conclusions, thus providing credible assurances to the international community that States are in compliance with their safeguards obligations. The departmental operating environment is interactive, participative and dynamic with continuous inputs received from the Board of Governors, the General Conference, policy- and decision-makers, as well as counterparts in Member States and in the international development community.

The User Support Section is responsible for ensuring that the Department of Safeguards has high quality computer services 24 hours a day, by providing ICT support to end users at the Agency's Headquarters, Regional Offices, and remote safeguards sites, as well as to inspectors in the field. The Section supports and manages users' ICT equipment centrally, enforces electronic security measures, safeguards IAEA data by implementing data encryption, provides the necessary electronic tools to satisfy the Department's information security requirements and quality customer support, and controls the life cycle of hardware and software.

Main Purpose

The intern will support the activities of the User Support Section (USS) in the Office of Information and Communication Systems, Department of Safeguards (SGIS). The User Support Section is responsible for ensuring that the Department of Safeguards has high quality computer services, by providing ICT support to end users at the Agency's Headquarters, Regional Offices, and remote safeguards sites, as well as to inspectors in the field. The Section supports and manages users' ICT equipment centrally, enforces electronic security measures, safeguards IAEA data by implementing data encryption, provides the necessary electronic tools to satisfy the Department's information security requirements and quality customer support, and controls the life cycle of hardware and software.

Functions / Key Results Expected

Under the guidance of the Team Leader Desktop Engineering and in collaboration with the Desktop Engineering Team, the intern will perform or support one or more of the following tasks:

- Conduct research on tools capable to capture slow start up or long logon time on end user computers.
- Prepare an assessment report on the viability of the tools in a specific IT landscape.
- Develop a proof of concept for selected tools with technical recommendations for further implementation.

- Integrate the selected tool into the IT landscape including notifications to the IT about end user computers with worst performance.
- Identify most common causes of the slowness of end user computers, analyses root causes and propose remediation solutions.

Knowledge, Skills and Abilities

- Discretion and Respect for Confidentiality

Qualifications and Experience

- Preferred field of studies: Computer Science or a related field.
- Practical experience in Windows 10 installation, configuration, integration of diverse systems, trouble shooting and problem resolution on desktops and laptops;
- Experience in PowerShell, interactive shell and a programming language, as well as scripting of automated tasks;
- Good analytical and organizational skills, and ability to meet deadlines;
- Able to work independently and as a team member in multicultural environment.

Applicant Eligibility

- Candidates must be a minimum of 20 years of age and have completed at least three years of full-time studies at a university or equivalent institution towards the completion of a first degree.
- Candidates may apply up to one year after the completion of a bachelor's, master's or doctorate degree.
- Candidates must not have previously participated in the IAEA's internship programme.
- Excellent written and spoken English essential.
- Candidates must attach two signed letters of recommendation to their application.