Title of Position: Intern (VTS)
Category & Level: Internship
Location: Global Mobility & Infrastructure Service, Division of Financial and Administrative Management, Global Service Centre, Budapest, Hungary
Effective date: 1 August 2020
Duration: 5 months
Closing Date: 24 July 2020
Reference: HQVTS-07-2020

ORGANIZATIONAL CONTEXT
The office of the United Nations High Commissioner for Refugees (UNHCR) was created in 1950, during the aftermath of the Second World War, to help millions of Europeans who had fled or lost their homes. We had three years to complete our work and then disband.

Today, over 70 years later, our organization is still hard at work, protecting and assisting refugees around the world.

In the context of our operations, we use about 7,000 vehicles to deliver aid, and support the day-to-day management of our programmes. Our vehicle fleet includes light 4x4 vehicles, armored vehicles and trucks. Given our large fleet size, UNHCR launched the Global Fleet Management (GFM) project in 2014 in order to professionalize fleet management across the organization. Sustainability of progressive professionalization of the project is driven by the best practices in the industry including use of Vehicle Tracking System (VTS) and Fleet Management System (FMS) and followed externally performed fleet assessments providing information about current fleet situation.

This is where your role in the capacity of an Assistant to the VTS and FMS team begins.

DUTIES AND RESPONSIBILITIES
In this role you will be required to support day-to-day activities of the team and play an important role while liaising with other UNHCR departments, e.g. Global Service Desk as well as with country offices participating on various projects managed by the team. You will be required to develop the capacity to provide global support to VTS and FMS users. The support itself is delivered, mostly through emails and occasionally through verbal communication.

You will also provide day to day administrative support within the team in order to ensure up to date configuration of both systems, etc.

Another important part of the project includes assistance during fleet assessments performed by Restrata, external evaluator. Therefore, you will be expected to identify, extract and process with requested data meeting our quality standards.

Your responsibilities will include:

- Assisting the VTS and FMS team with on-going projects conducted together with the current service providers, which includes:
  - Manage database of trained ICT technicians;
  - Follow-up on local installations;
  - Manage airtime subscriptions;
  - Data cleansing and manipulation when needed;
• Production of custom reports;
• Provide support to system end users;
• Account and password management;
• Liaising with the different internal focal points to answer questions raised by the operations;
• Support implementation of VTS Escalation Process.

Also, you would be:
• Assisting the Restrata in preparations of requested data;
• Maintaining liaison with the Global Learning Center of UNHCR in establishing a streamlined support for queries.

ESSENTIAL MINIMUM QUALIFICATIONS, PROFESSIONAL EXPERIENCE AND REQUIRED COMPETENCIES

In order to be considered for an internship, candidates must meet the following eligibility criteria:

• Fluency in English
• Structured and well-organized
• Customer focus (towards our field operations)
• Diplomacy skills and conflict resolution

ELIGIBILITY

To qualify for an internship with UNHCR, one of the following requirements must be met:

a) Be a recent graduate* or current student in a graduate/undergraduate school programme from a university or higher education facility accredited by UNESCO; and

b) Have completed at least two years of undergraduate studies in a field relevant or of interest to the work of the Organization.

* Recent graduates are to be considered those persons who completed their studies within one year of applying for an internship with UNHCR.

ALLOWANCE

Interns who do not receive financial support from an outside party will receive an allowance to partially help to cover the cost of food, local transportation and living expenses.

SUBMISSION OF APPLICATIONS

If you wish to be considered for this vacancy, please submit your letter of motivation, CV, Personal History Form (PHF) by e-mail with “LAST name – Intern (HQVTS)” in the subject line to: hqdessrmubud@unhcr.org by 24 July 2020 (midnight Budapest time).

Personal History Forms are available at PHF Form / Supplementary Sheet.

Only shortlisted candidates will be notified. No late applications will be accepted.

UNHCR is committed to diversity and welcomes applications from qualified candidates regardless of disability, gender identity, marital or civil partnership status, race, colour or ethnic and national origins, religion or belief, or sexual orientation.

UNHCR does not charge a fee at any stage of the recruitment process (application, interview meeting, processing, training or any other fees).