## IT support intern

**(Reference:** 25|HQ|INT01|EXT**)**

## BACKGROUND ON IMPACT AND REACH

IMPACT Initiatives is a humanitarian NGO, based in Geneva, Switzerland. The organisation manages several initiatives, including the REACH Initiative. The IMPACT team comprises specialists in data collection, management and analysis, GIS and remote sensing. IMPACT was launched at the initiative of ACTED, an international NGO whose headquarter is based in Paris and is present in thirty countries. The two organizations have a strong complementarity formalized in a global partnership, enabling IMPACT to benefit from ACTED's operational support on its fields of intervention.

**We are currently looking for a IT support intern or apprentice to support our team in Geneva:**

- **Department:**          **IT/DT**

- **Position:**          IT support intern or apprentice

- **Contract duration:**     12 months

- **Location:**          **Geneva**

- **Starting Date:**        **ASAP**

## INTERNSHIP

- The IT support intern will play a crucial role in ensuring the smooth operation of our IT systems. Their proactive approach to problem-solving and dedication to IT support will be invaluable to our team.

- **Objectives**

- Provide troubleshooting and support for hardware and software issues.

- Manage user accounts and access within Active Directory (AD).

- Oversee the configuration and maintenance of SharePoint, Teams, and Planner.

- Support end users and process day-to-day JIRA tickets.

## RESPONSIBILITIES

- The IT support intern / apprentice will:

- Serve as the primary contact for IT-related issues concerning laptops and Microsoft applications.

- Proactively identify and resolve IT issues.

- Provide timely support and troubleshooting for hardware and software problems.

- Support end users and manage JIRA tickets effectively.

## SCOPE OF WORK

- **Laptop Installation and Maintenance**

  o Set up and configure new laptops for employees.

  o Ensure all necessary software and security updates are installed.

  o Perform regular maintenance and troubleshooting of hardware issues.

- **Microsoft Applications Management**

  o Manage user accounts and permissions within AD.

  o Provide support for Microsoft-related issues.

- **End User Support**

  o Provide timely and effective support to end users.

  o Address and resolve user issues related to IT systems and applications.

## REQUIREMENTS

- Basic knowledge of IT systems and hardware.

- Familiarity with Microsoft applications (SharePoint, Teams, Planner).

- Strong problem-solving skills and attention to detail.

- Ability to manage and prioritize multiple tasks.

- Good communication skills for end-user support.

- Fluency in English is required

- [OPTIONAL] Understanding of Active Directory (AD) configuration and management.

- [OPTIONAL] Experience with JIRA or similar ticketing systems is a plus.

## COMPENSATION AND BENEFITS

- For this position, gross salary is 1'450 CHF monthly (before income tax). NB – IMPACT salaries are

strictly determined by our salary grid depending on the grade of the position and the level of education and experience of staff. A contribution to medical insurance of 520 CHF per month is already included in the salary figure.

- Insurance covering professional and non-professional accidents throughout the period of employment with IMPACT

- Health insurance, life insurance and repatriation assistance in case of field visits/temporary deployments

- Enrolment in IMPACT Initiatives Research Foundational Learning Programme within the first 3 months from the start of contract.

- Up to 40% of remote work on a weekly basis.