

<b>Internship</b>	<b>IT Intern</b>
Reports to:	IT Specialist
Deputy:	IT Specialist

## 1. BACKGROUND

The **Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH** is a state-owned organisation. We work worldwide in the field of international cooperation for sustainable development. We offer the experience, the regional and technical know-how of GIZ in the global market and provide international clients with expertise in terms of economic and result-oriented services.

Information Technology and digital tools are used extensively by the GIZ employees to achieve its business objectives. Consequently, professionals working in the IT unit ensure that all relevant IT systems are working as they should and in compliance with applicable rules and regulations.

The GIZ **South Africa, Lesotho and eSwatini Country Office** in Pretoria is looking to fill the role of “**IT Internship**”.

## A. RESPONSIBILITIES

The IT Intern will work to provide ICT support to colleagues in the GIZ CO and projects. Responsibilities are:

- Maintain all working hardware and software (IT infrastructure) in optimum condition to minimise interruption to GIZ work.
- Ensure that the IT systems in use comply to guidelines relating to IT and data security according to ISO/IEC 27001 certification.
- Identifying relevant problems and issues and assisting in formulating implementation-oriented solutions.
- Further developing instruments and assisting in introducing innovation and change managing knowledge by disseminating and documenting know-how, experience and information.

**The IT Intern performs the following tasks:**

**B. IT Infrastructure and tools (hardware, software and networks)**

- Assists in purchasing, installing and maintaining hardware (notebooks, printers, digital cameras, scanners, servers and all PCs) in accordance with current GIZ standards.
- Monitors the state of hardware and software in use and in consultation with management, helps purchase and improve hardware and networks, assists with testing new hardware systems, and identifies options for upgrading existing systems and peripherals.
- Helps maintain all GIZ standard and custom software used in the field structure (e.g. Office 365, SAP, Payroll, Windows 10/11 and Server).
- Helps update and purchase new software.
- Monitors the internet connections in use to ensure maximum uptime.
- Helps maintain local area network (LAN).

**2. IT Security**

- Helps monitor vulnerabilities in the communications networks used to ensure data leaks are prevented.
- Helps design and monitor existing set up to ensure compliance to GIZ IT and data security regulations.
- Helps regularly update antivirus software and relevant operating system updates/patches to ensure a secure working environment.
- Helps maintain user permissions and access to a local shared filing system.
- Helps in data backup to ensure possibility of total recovery.

**3. General tasks**

- Carries out and ensures general administration of the entire IT system.
- Backs up data and safeguards the system against hackers.
- Resolves all computer and internet problems, prepares all the necessary information and provides phone support.
- Ensures an IT emergency service.
- Assists in advising on IT projects.
- Maintains a list of all hardware and software systems, and updates this to reflect changes.

- Documents the installation and settings on the server and on all computers.
- Ensures that IT on site is up to date according GIZ IT guidelines.

## **C. REQUIRED QUALIFICATIONS, COMPETENCIES AND EXPERIENCES**

### **Qualifications:**

- Diploma or Degree in IT
- Training for Microsoft Windows Server 2012/2016, Windows 10 and MS Office
- 2016/365 or equivalent experience (Certificate advantageous)
- CompTIA A+ and N+ certificates (Advantageous)
- Training for CCNA (Certificate advantageous)
- Outstanding knowledge of IT hardware and software used, computer network systems, database software, network security.
- Ideally, knowledge of GIZ systems and specific GIZ software (SAP, WINPACCS, etc.)

### **Professional experience**

- Experience in an IT position or similar experience in IT area will be advantageous (not required).

### **Other knowledge, additional competences**

- Outstanding working knowledge of ITC technologies (related software, phone, fax, email, the internet) and computer applications (e.g. Office 365)
- Good knowledge and command of the English is a must, knowledge of German will be added advantage.
- Willingness to upskill as required by the tasks to be performed – corresponding measures are agreed with management.

## **D. ADDITIONAL INFORMATION**

- This position is based in the **GIZ South Africa/Lesotho/eSwatini Country Office in Pretoria, Hatfield.**
- The contract period for this internship is **Six (06) Months**
- At GIZ, you will be offered a global network and an atmosphere that is characterised by diversity, respect, and genuine equal opportunities. Gender equality promotion is a matter of course for us.

- GIZ is a signatory of the Diversity Charter. Recognition, appreciation and inclusion of diversity in the company are important to us. All employees shall be valued - regardless of gender and gender identity, nationality, ethnic origin, religion or belief, disability, social background, age or sexual orientation.
- GIZ would like to increase the proportion of employees with disability. Applications from persons with disabilities are most welcome.

## **E. APPLICATION PROCESS**

**GIZ will only assess applications which meet the following criteria:**

Suitable candidates should apply by submitting a

- **Motivation Letter (concisely 1 page) clearly** stating your motivation for applying for this role/ internship and as well as added value they will bring.
- **A detailed CV.**
- Proof of eligibility to work in South Africa (copy of SA ID).

The application should be submitted to: [recruit-pretoria@giz.de](mailto:recruit-pretoria@giz.de), with the following email subject line “**IT Internship - Office**” for the attention of Head of Human Resource.

Closing date for applications: **12<sup>th</sup> of April 2024.**

**Only applicants shortlisted for interview will be contacted.**

**Applications without a motivation letter will not be considered!**