

## INTERNSHIP ANNOUNCEMENT

As an international cooperation enterprise for sustainable development with worldwide operations, the federally owned Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH supports the German Government in achieving its development-policy objectives. It provides viable, forward looking solutions for political, economic, ecological and social development in a globalised world. GIZ promotes complex reforms and change processes. Its corporate objective is to improve people's living conditions on a sustainable basis. For more information about GIZ see: [www.giz.de](http://www.giz.de)

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH offers the vacancy for a:

### **Local Intern-IT** within IT department

#### **Overall purpose of the assignment**

The local intern will be responsible for providing IT support to IT department ensuring day to day IT support to staff, general office operations and procedures.

#### **Main tasks and responsibilities**

The local Intern shall:

- Support users with technical matters
- Respond to queries from callers
- Install and maintain PCs, laptops, telephones, scanners and other IT devices
- Perform standard help desk procedures
- Support all GIZ standard software programs (e.g. onSITEasset, MS Office, WinPACCS, SAP)
- Regularly make software updates on the client PC if necessary
- Install / maintain the LAN (Local Area Network)
- Test new or upgraded software programs and update all software according to the latest version

#### **Qualifications and experience sought**

- Student of last semester or finalized studies in IT
- Initial experience (internship or similar) in this area, would be advantage
- Familiarity with IT hardware and the software, IT network systems, database software, and a basic understanding of specific software
- Working knowledge of ITC technologies (related software, phone, fax, email, the internet) and computer applications based on Microsoft platform
- Friendly and helpful attitude; good interpersonal skills and service orientation
- Able to provide technical support over the phone and professional attitude
- Skills to work responsibly with or without direct supervision.
- Very good knowledge of English; knowledge in German is an added value

#### **Location**

- The office is based in the GIZ office in Pristina

#### **Duration**

- The internship will last 6 months

#### **Expected start date**

- Desired starting date is 1 March 2020
- This is a full-time internship (8hrs per day, 40hrs per week)

#### **How to apply**

Interested candidates are invited to submit their electronic application in English, in **PDF version**, to [application.kosovo@giz.de](mailto:application.kosovo@giz.de)

- CV (Europass template is recommended)
- Letter of motivation
- Diploma(s), references/recommendations
- Subject of the email: **Name & Surname – Local Intern – GIZ Office**

**Applications that do not meet these rules will not be considered!**

Deadline for the application: **14 February 2020**

*Only short-listed candidates will be contacted and invited to the next stage of recruitment.*

*GIZ encourages female candidates, candidates from ethnic minorities as well as candidates with disability to apply.*