



## FOUNDATION FOR PARTNERSHIP INITIATIVES IN THE NIGER

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Request for Applications – Internship to support IT Department Objectives

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### BACKGROUND

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The Foundation for Partnerships Initiatives in the Niger Delta (PIND Foundation) is a non-profit foundation that promotes peace and equitable economic growth in Nigeria's Niger Delta region through multi-stakeholder partnerships. This work is funded with the support of the esteemed partners and collaborators. PIND works in concert with Washington DC-based Niger Delta Partnership Initiative (NDPI) Foundation.

The Foundation also works closely with numerous partners to implement collaborative market-based, community-owned programs to mitigate conflicts and boost economic opportunities for local businesses, ensuring that economic progress occurs in a systemic, inclusive, and sustainable manner, and has projects spanning the nine states in the region: Abia, Akwa Ibom, Bayelsa, Cross River, Delta, Imo, Ondo and Rivers, with special focus on the underserved and hard to reach coastal communities of the region that are most forgotten in development programming.

PIND strongly believe that no single organization can solve the complex and interconnected development challenges in the Niger Delta. Since 2010, PIND and partners have been contributing to strengthening and stabilizing the region by reducing poverty, powering coastline communities, nurturing youth employment, fostering stability, and enabling development.

The Foundation established an internship program to allow students and young graduates to develop their professional interests and capacity in their chosen career paths in fields related to PIND's programs and operations. The internship provides opportunities to share ideas and have exposure to PIND's programs and projects, with the following key learning goals:

- Learning how theoretical knowledge gained is applied in a practical professional setting
- Providing interns with an enriching professional work environment within PIND that would help career directions/decisions.

### PROJECT BACKGROUND

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PIND's internship program is a laudable initiative that has benefited many young graduates. The IT Intern will gain valuable experience that will enhance future employability skills and boast more confidence in IT knowledge.

The Intern will be closely supervised and trained on IT skills that will invariably support future employment of the intern. During the internship, support services will be optimized within our Abuja office. In addition to handling tier 1 support and receiving comprehensive training in IT helpdesk support, the intern's role will extend to collaborating closely with the Communications department for efficient electronic filing of consent forms. This strategic collaboration ensures seamless integration



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of IT processes with broader organizational functions and additional knowledge skills for the Intern.

The IT intern will bolster day-to-day IT administrative operations at PIND Abuja. One crucial aspect of experience will be handling expeditious resolution of IT issues with guidance especially when remote access is unfeasible. By providing on-site support, the intern will significantly reduce the downtime associated with problem resolution, ensuring the continuity of business operations and productivity.

Further training will be given on monitoring internet usage, a critical function in today's digital landscape. This oversight is essential for cybersecurity measures and ensuring the efficient and responsible use of organizational resources. The intern will contribute to a more secure and optimized IT environment.

The experience and responsibility of prioritizing and managing cloud backups is another key function that the intern will undertake. Timely and secure backups are vital for data integrity and disaster recovery. The intern's role in overseeing this aspect will provide an added layer of protection against potential data loss and enhance the organization's overall data management strategy.

Additionally, the intern will be tasked with ensuring that all devices within the Abuja office are equipped with the latest antivirus software, thereby fortifying our defense against evolving cybersecurity threats. This proactive approach to security is paramount in safeguarding sensitive information and maintaining the confidentiality of organizational data.

To facilitate efficient communication and reporting, the intern will generate real-time reports on IT queries, providing valuable insights to the IT administrators. This feedback loop is instrumental in identifying recurring issues, streamlining support processes, and improving IT infrastructure. This is a key Tier 1 experience for the Intern.

### **PURPOSE OF THE ASSIGNMENT**

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The IT intern will provide level 1 IT support, participate in IT helpdesk tasks, collaborate with the Communications department to electronically file consent forms, and ensure the smooth functioning of daily IT operations in the Abuja office. This includes proactive problem-solving, system troubleshooting, and effective communication within and across departments.

### **SCOPE OF LEARNING ACTIVITIES**

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The intern will assist the IT team as follows:

#### **Manage and Resolve Tier 1 IT Support Issues:**

- ❖ Identify and address basic IT support queries from end-users.
- ❖ Troubleshoot and resolve hardware and software issues at the tier 1 level.
- ❖ Provide timely and effective solutions to ensure minimal disruption to daily operations.

#### **Assist in IT Helpdesk Support Tasks:**

- ❖ Work collaboratively with the IT team to prioritize and escalate support tickets when necessary.
- ❖ Gain exposure to various IT troubleshooting tools and methodologies

#### **Collaborate with the Communications Department:**

- ❖ Learn and apply document management best practices.
- ❖ Gain exposure to document naming conventions and electronic filing systems.



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### **Ensure Seamless Day-to-Day IT Operations:**

- ❖ Participate in maintaining and monitoring of IT infrastructure in the PIND Abuja office.
- ❖ Assist in the setup and configuration of IT equipment for meetings and events.
- ❖ Learn and implement IT policies and procedures to ensure the smooth functioning of day-to-day operations.

### **Participate in IT Training and Development:**

- ❖ Engage in training sessions to enhance technical skills and knowledge.
- ❖ Collaborate with senior IT staff to gain insights into advanced IT concepts and methodologies.
- ❖ Take initiative to expand understanding of IT systems and technologies.

### **Participate in IT Project Support:**

- ❖ Assist in the implementation of IT projects under the guidance of senior IT staff.
- ❖ Gain hands-on experience in project management methodologies.
- ❖ Collaborate with cross-functional teams to achieve project objectives.
- ❖ Observe and learn from experienced IT professionals within the organization.
- ❖ Gain insights into different IT roles and responsibilities.
- ❖ Stay Informed on IT Trends

## **LOCATION**

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The Internship opportunity is at PIND's Abuja Office.

## **COSTS**

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The Intern will be remunerated in accordance with PIND's internship policy.

## **DURATION**

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This assignment is expected to run for a total of 12 months, starting from Feb 2024.

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## **QUALIFICATIONS**

### **Knowledge, Skills & Qualifications**

- Hold a bachelor's degree in Information Technology, Computer Science, or a related field from a recognized institution.
- Strong analytical and problem-solving skills.
- Excellent communication, teamwork, and multitasking abilities
- Basic knowledge of IT helpdesk support
- Demonstrated academic excellence in relevant coursework.



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### **Experience**

- Certifications: Any relevant certifications (e.g., CCNA, CompTIA A+, ITIL Foundation) would be a plus.
- Initiative and Proactiveness: Show a proactive approach to identifying and resolving IT issues.
- A minimum of BSc/BA/HND in relevant field of studies, with no more than two years post-graduation or two years post the national youth service (NYSC).
- Applicant should be from the Niger Delta region.
- Creativity and Innovation: Demonstrate a creative approach to problem-solving and propose innovative solutions.



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### HOW TO APPLY

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Interested candidates should email the following documents to [internships@pindfoundation.org](mailto:internships@pindfoundation.org) with 'IT Intern' as subject of email, not later than Feb 7<sup>th</sup>, 2024

1. Application letter of not more than two pages stating understanding of the assignment and suitability for the role
2. Resume

Only shortlisted candidates would be contacted.

#### **Non-Discriminatory Clause:**

PIND Foundation provides equal opportunity in employment and engagement for all persons, vendors, and contractors, and prohibits unlawful discrimination and harassment in all aspects of a contractual engagement or employment because of age, sex, gender, marital status, disability, nationality, race, religion or any other fact.

*The information provided and submitted is processed and safeguarded in line with PIND's Privacy Policy. For more information, visit - <https://pindfoundation.org/privacy-policy/>*