**Terms of Reference**

**Position:** IT Intern

**Reports to:** IT Manager

**Location:** Phnom Penh, Cambodia

**Duration:** 3 - 6 months, with the possibility of extension

**Employment Type:** Full-time

**Contractual Arrangement:** “eligible for Cambodian residents/citizens only”

**Program Background**

***Are you a team player who thrives in a fast-paced environment? Are you looking to grow and develop your skills in the development sector? Join our dynamic team to support sustainable, resilient and inclusive development.***

The CAPRED Facility is Australia’s flagship bilateral economic development program in Cambodia, focusing on economic recovery and resilience over the next two years, with a possible three-year extension.

The Facility supports Cambodia in implementing a range of necessary economic interventions and reforms to maintain the country’s economic transition. These interventions and reforms are primarily aimed at encouraging more productive and inclusive public and private investment, which promotes a resilient, inclusive and sustainable economy (RISE).

CAPRED interventions fall under three technical components including: Agriculture and Agro-processing; Trade, Investment and Enterprise Development and Infrastructure Development; and one Cross-Cutting component comprising: Gender Equality, Disability and Social Inclusion (GEDSI); Climate Resilient initiatives, and policy support. GEDSI is at the heart of all that CAPRED does.

**What We offer**

At CAPRED, we value our team members and strive to offer roles that advance their careers. The IT Intern position is an excellent opportunity for those seeking to begin a career in international development.

* Practical experience in a professional IT environment
* Mentorship by an experienced IT Manager
* Learning about various IT systems and technologies
* Exposure to the operations of the CAPRED program and over all technical components and cross cutting components
* A supportive and collaborative work environment

**Position Summary**

The IT Intern will support the IT Manager in ensuring smooth IT operations at CAPRED, including system maintenance and direct technical support for users. This internship offers an excellent opportunity to gain hands-on experience in IT support, system administration, and network management within a dynamic organisational setting.

**Roles and Responsibilities**

* Ensure CAPRED’s compliance with DFAT and CAPRED’s policies on Child Protection, PSEAH, Modern Slavery, and other social safeguarding.
* Assist the IT Manager in the implementation, maintenance, and troubleshooting of IT systems and infrastructure, including Microsoft 365 applications and services
* Log, track, and resolve IT support tickets, escalating complex issues to the IT Manager as needed.
* Assist with the setup, configuration, and deployment of new hardware (laptops, desktops, printers, etc.) and software applications, including Microsoft 365 applications and configurations
* Support the centralized printing and scanning solution, including troubleshooting and user assistance
* Provide technical support for meeting rooms, including video/audio conferencing and displays.
* Assist in managing access door control systems and user permissions
* Support in maintaining IT inventory records and documentation.
* Participate in IT projects as assigned by the IT Manager.
* Perform routine system checks and preventative maintenance tasks.
* Contribute to creating and updating IT user guides and training materials, especially for Microsoft 365 applications.
* Provide first-line technical support to users for hardware, software, and network-related issues.

**Selection Criteria**

**Essential Qualifications & Experience**

* Currently pursuing final year or fresh graduated a degree/diploma in Information Technology, Computer Science, or a related field.
* Basic understanding of computer hardware, operating systems (Windows, macOS), and common software applications (MS Office Suite).
* Problem-solving skills and an interest in IT sector
* Communication and interpersonal skills with a customer-service oriented approach.
* Ability to work independently and as part of a team.
* Proactive, willing to learn, and able to adapt to new technologies.
* Fluency in English (both written and spoken) is required.

**Closing Date: Friday, 11 July 2025. Applications will be reviewed on a rolling basis so please apply as soon as possible. The application process will close once the position is filled.**

**How to apply**

Please send your cover letter and CV to [recruitment@capred.org](mailto:recruitment@capred.org) mentioning the position you apply for in the subject line “**IT Intern**”.

Only shortlisted applicants will be contacted for interviews.

*Cowater International is an equal opportunity employer, basing employment on merit and qualifications as they relate to the professional experience and position expectations. Cowater does not discriminate against any employee or applicants on the basis of race, religion, sex, gender identity, disability, age, or any other basis protected by law. CAPRED aims to have a diverse workforce at all levels, and a workplace that is supportive of gender equality, disability and social inclusion. Women, people with disabilities and other minorities are highly encouraged to apply.*