

BRAC Internship Description

Programme/Enterprise: TECHNOLOGY

Project/Unit: IT HelpDesk

Duration: 3 Months

Application Deadline: 29 August 2026

Starting Date: 06 September 2026

Location: Gulshan Tower, Mohakhali, Dhaka

Working Hours: 8:30 to 17:15

Monthly Stipend: BDT 8,000

Programme/Enterprise Description

BRAC's Technology Division promotes innovation and efficiency in program delivery and management. It aims to help BRAC become a globally recognized leader in harnessing the power of technology to create a better organization that can provide affordable and quality service to needy people. The Technology for Development Unit focuses on improving its existing service delivery model for various BRAC programs by means of Product Prototyping, ERP Roll-Out, IT Support, solutions, and digitalization.

Project/Unit Description

Connectivity and IT Support departments provide technical assistance to our staff. In this role, we include ensuring optimal use of our hardware and software technologies and enhancing the system performance, and securing data. Besides, we also are required to advise on IT equipment upgrades. To ensure the success of Connectivity and IT Support, we possess extensive experience in providing information technology support in a fast-paced environment. Top-notch IT support specialists contribute to increased productivity by ensuring that company IT systems run efficiently. BRAC has a separate Project Management System that deals with past, recurring, ongoing, and upcoming projects. PMU team focuses on the efficiency of monitoring the transparency of every single project.

Purpose of Internship (including learning outcomes)

This internship is designed to give an experience in managing initiatives, with a sense of ownership, freedom, and responsibility. We would encourage them to challenge our assumptions about the people we serve, question our plans, and learn new perspectives, together. We would expect the interns to help us reach our audience better, identify fun and frugal ways of engaging them and help us take better data-driven decisions. We will push them to read more, learn quicker, be more proactive, and more importantly, we would encourage them to rectify their faults. We are looking for someone to support BRAC users to provide IT support from HO. This internship will provide an Intern with an excellent opportunity to interact closely with the world's largest organization and to gain first-hand exposure to broader developmental issues.

Intern's Responsibilities

1. Troubleshooting relate to hardware, software, and network.
2. Installing and configuring all computer hardware, software, systems, networks, printers and scanners, etc. according to specification
3. Monitor network utilization and performance, and implement procedures for network optimization, reliability, and availability
4. Developing and maintaining local networks in a way that optimizes performance. Ensure security and privacy of network and computer system.
5. Perform troubleshooting to diagnose and resolve problems (repair or replace parts, Debugging, etc.
6. Provide support to the project teams as suggested by the Supervisor.

Requirements

a) Educational Background

- Level: Bachelors awaiting their results.
- Subject: B.Sc. in CSE/CS or any other relevant subject.

b) Language Proficiency

- Bangla (written/spoken): High.
- English (written/spoken): High.

c) Knowledge/Skills/Competencies:

- Excellent verbal communication and analytical skills
- Excellent in Excel and spreadsheet
- Excellent team player with necessary analytical and organizational skills
- Willingness to travel outside Dhaka.

d) Work/Volunteering Experience: N/A