

Friendship is Hiring!

Position Name: ERP Operations & Support Intern

Employment Status: Full-time

Job Location: Head Office, Dhaka

Application Deadline: 27 July 2026

We are looking for an enthusiastic and detail-oriented fresh graduate to join our team as an ERP Operations & Support Intern. The role will provide practical exposure to ERP user support, issue tracking, reporting, documentation, User Acceptance Testing (UAT), training, and business process digitalization.

This is an excellent opportunity to develop professional skills while working closely with different functions, including Procurement, Finance, Inventory, and HR.

- Send your CV/Resume to hr@friendship.ngo
- Stating the position name in the email subject line is mandatory.
- Photograph must be enclosed with the CV/Resume.



WE'RE HIRING

Position Name: ERP Operations & Support Intern
Employment Status: Full time.
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The ERP Operations & Support Intern will assist in providing Level-1 user support, issue tracking, reporting, documentation, and User Acceptance Testing (UAT). The role offers hands-on exposure to ERP operations, business process digitalization, training, and cross-functional collaboration. The ideal candidate should have basic ERP and MS Office knowledge, strong analytical and communication skills and a positive attitude toward learning.

RESPONSIBLE FOR	ACTIVITIES
- The ERP Operations & Support Intern will support the day-to-day operation of Friendship's Enterprise Resource Planning (ERP) platform by assisting end users, documenting issues, supporting testing activities, preparing user documentation and contributing to continuous system improvement. - The intern will work closely with business users and the ERP Operations team to ensure smooth ERP adoption and efficient business operations across Procurement, Finance, Inventory and HR functions.	- Provide Level-1 operational support to ERP users by responding to functional queries and assisting with day-to-day system usage. - Log, track, and follow up on user-reported issues to ensure timely resolution and maintain accurate support records. - Assist in conducting ERP user training, onboarding sessions, and preparing user guidance materials. - Support User Acceptance Testing (UAT) by validating system enhancements, documenting test results, and reporting issues. - Prepare and update Standard Operating Procedures (SOPs), user manuals, FAQs, and other ERP documentation. - Extract and validate routine ERP reports to support operational monitoring and decision-making. - Collaborate with the ERP Operations Coordinator and business users to support continuous system improvement and perform other assigned ERP operational support activities.

ADDITIONAL REQUIREMENTS	EDUCATION
- Basic knowledge of ERP, MS Office, reporting, documentation, and software testing. - Strong analytical, communication, problem-solving, and teamwork skills. - Positive, adaptable, detail-oriented and eager to learn.	Fresh graduate in Information Systems, IT, Computer Science & Engineering, or a related discipline.

EXPERIENCE

Prior internship, academic project or practical exposure to ERP or business applications will be an added advantage.

READ BEFORE APPLY

"FRIENDSHIP is committed to safeguarding children, young people, and adults, and employees, Donors, visiting Doctors, visiting Journalists, visitors, beneficiaries including communities where we work and volunteers/interns. We believe every stakeholder and every member of the communities we work with, has the right to be protected from all forms of harm, abuse, neglect, harassment, and exploitation - regardless of age, race, religion, and gender, status as an individual with a disability or ethnic origin. Therefore, our recruitment policy and procedure fully include background checks and disclosure of criminal records in order to ensure safeguarding.

FRIENDSHIP is an equal opportunity employer and will do everything possible to ensure that those who are suitable to work within our values and beliefs are recruited to work for us. Any personal persuasion will result in a disqualification of candidature".

Apply Now

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www.friendship.ngo