



The Latin Patriarchate of Jerusalem is currently looking for qualified candidates for the current job post; **Information System Assistant –Full Time Duty**, under the direct supervision of the Information System Manager at the HQ offices in Jerusalem.

General Overview:

Under the supervision of the Information System Manager, the Information Systems Assistant, located at the HQ offices in Jerusalem is responsible of supporting the IS Manager in managing and directing the information technology systems of the Latin Patriarchate of Jerusalem, serving the three regions of LPJ in Israel, Palestine, and Jordan.

Responsibilities and tasks:

- Maintaining and looking after all our machines ensuring updates are applied on timely manner
- Ensuring all computers have updated Antivirus and constantly reviewing the Virus reports to analyze and mitigate threats
- Ensuring the inventory of all IT equipment is up to date and properly maintained and recorded
- Ensuring full compliancy with LPJ's IT related policies and procedures
- Logging and processing support calls
- Installing and configuring computer hardware, software, systems, networks, printers, and scanners
- Planning and undertaking scheduled maintenance upgrades
- Setting up accounts for staff, and ensuring their knowledge and practice on how to log in
- Communicating with clients and computer users to determine the nature of any problems they encounter
- Responding to breakdowns
- Investigating, diagnosing, and solving computer software and hardware faults
- Repairing equipment and replacing parts
- Maintaining records of software licenses and ensuring no unlicensed software are installed on computers
- Troubleshooting Network & ISP Issues
- On call 24/7
- Protect LPJ's value by keeping information confidential

Requirements:

- A minimum of a bachelor's degree BSC in Computer Science and or Information Science.
- Proven 1 to 2 years of relevant work experience in supporting end users is a plus.

Competencies:

- Excellent communication skills (both oral and written) in Arabic, English and Hebrew
- Basic Knowledge in Networking (Switches, Firewalls & Routers)
- Knowledge of Email Configuration on clients (Windows & MAC)
- Hands on experience in Microsoft Operating Systems, Office 365
- Systems installation and configuration.
- Good understanding of PC hardware set-up and configuration.
- Troubleshooting end users' issues
- Train and educate users on the IT best practices
- CCTV Installation & Configuration
- WIFI Installation & Configuration
- Ability to work effectively both independently and as part of a team
- Capacity to work in a multi-cultural environment
- Willingness and ability to travel between and within Jerusalem & Westbank areas, Jordan and Israel independently
- Valid driving license

All applications will be handled in strict confidentiality. A cover letter along with a curriculum vitae should be submitted in English no later than **Nov 30th, 2021** only by email at: hr@lpj.org

Only short-listed candidates will be contacted.