

POSITION ANNOUNCEMENT



Information Technology Associate Jesuits West

The Institution

The Society of Jesus, the largest men's religious order in the Roman Catholic Church, assigns some 17,000 priests and brothers to ministries worldwide. In pastoral, educational, and other ministries, our priests and brothers collaborate with laymen and women, civic organizations, local dioceses, and other religious orders. As catalysts for change, we invest personnel and funding in those “turning points” in society where we believe the greatest good can be achieved. Our ministries express the power of faith doing justice by combining belief in fundamental human dignity with advocacy for the poor and marginalized.

Jesuits West supports a 10-state region that includes Alaska, Arizona, California, Hawaii, Idaho, Montana, Nevada, Oregon, Utah, and Washington. Jesuits West is led by Father Santarosa as its Provincial with an 11-member executive team overseeing an approximate staff of 30 with offices in Los Gatos, California and Portland, Oregon.

Position Concept and Basic Function

Assists the Information Technology Director with closing helpdesk tickets, troubleshooting, supporting and training users that include employees, Jesuit priests and brothers.

Reporting to the Information Technology Director, responsibilities will include:

- Ensure Helpdesk Tickets are resolved in a timely manner. Escalates to IT Director as necessary.
- In coordination with the IT Director, provides support to users and devices. Support provided to all levels of management, staff, and Jesuits with assistance from IT Help Desk function for both province and SHJC.
- Collaborate with IT Director on the development and updating of the Province technology policy.
- Consults with IT Director regarding budgetary planning and needs and related purchases.
- Assists in day-to-day IT operations both onsite and cloud.

- Facilitates peripheral computer equipment setup (printers, monitors, scanners etc.)
- Aids in mobile device setup, integration with Office 365, and mobile application installation
- Has limited O365 Admin access.
- Installation of software on local computers such as Microsoft Office, web browsers, and other programs.
- Assists with audio/visual equipment setup in both province and SHJC.
- Collaborates and consults with IT Director on a scheduled basis.
- Other basic support issues as necessary.

Other Responsibilities

- Attend national IT meetings by via Skype for Business.
- May need to travel on an ad-hoc basis to support other province staff.
- Performs other work-related duties as assigned.

Additional Qualities

- A+ Certification preferred.
- Familiarity with Windows 7, 8, 10 and macOS.
- Familiarity with iOS and Android OS.
- Familiarity with Microsoft Office 2013/2016.
- Excellent oral and written communication, organization skills.
- Works effectively in a team environment.
- Patient in dealing with users at different skill levels and ages (retired).
- Willingness to work with retired Jesuits in a home setting.
- Willing to be on call and work after hours/weekends.
- Self-motivated, innovative.
- Able to lift 25lbs.
- Able to climb 8' ladder.
- Able to connect cables (cables can be near the floor, or behind a desk).

Requirements and Application Procedure

This is a non-exempt position based in Los Gatos, California. Salary is commensurate with experience. Comprehensive benefits are included in the overall compensation package.

Applicants must submit a cover letter and resume to UWEjobs@jesuits.org by **December 14, 2018**. Review of applicants for employment will begin immediately.

Jesuits West makes employment decisions without regard to race, color, sex, national origin, marital status, age, and disability unrelated to job performance. The Province hires without regard to religion when Catholic faith is not a job requirement, and welcomes people of all faiths.