



IT Helpdesk Specialist

ARCE, Cairo, Egypt

AnnouncementNumberARCE/22-01

Issue Date : March 2022

Open till its filled

The Mission and Organization

The American Research Center in Egypt (ARCE) is a private nonprofit organization whose mission is to support research on all aspects of Egyptian history and culture; to protect, preserve and promote Egyptian cultural heritage; and to strengthen American-Egyptian cultural collaboration.

ARCE was founded in 1948 by a consortium of American academic and cultural institutions and scholars to promote greater knowledge of Egypt and the Middle East and to facilitate the work of American scholars conducting research in Egypt. Today ARCE continues the work for which it was founded and further plays an active role collaborating with Egypt's Ministry of Antiquities. It sponsors training courses and activities in Egypt and conducts conservation projects that span the temporal and cultural range of the country's vast heritage (from prehistory to modern times, from archaeological sites and monuments to museum objects to texts). ARCE also undertakes significant outreach activities within the United States focused on raising awareness of and interest in Egypt among the general public.

A Leader in Egyptian Academic Research

ARCE is a membership organization composed of both institutional members (Research Supporting Members or RSMs) and individual members. The RSMs comprise virtually all of the major North American academic and cultural institutions with research interests in Egypt and include some of the most prestigious private and public academic and cultural institutions.

ARCE has developed from a small academic and scholarly organization into a complex and culturally significant institution with permanent facilities in both Cairo and the U.S. The Cairo office includes a specialist library on Egypt utilized by scholars and students as well as ARCE members. Programs developed with resources from the United States Agency for International Development have resulted in over 75 completed projects of monument conservation. Specialized training of well over 750 Egyptian archaeologists and conservators will contribute toward the future preservation of Egypt's cultural heritage.



ARCE's Activities and Programs

ARCE's activities and programs take place in both the United States and Egypt. U.S. activities focus on an annual scholarly meeting, informational and promotional tours, chapter events, and related activities. Egypt is the primary focus of ARCE's core work, which centers around three crucial, inter-related axes: *Preserving World Heritage*; *Educating the Next Generation of Scholars*; and *Excavating and Conserving Ancient Sites and Monuments*.

Preserving World Heritage

ARCE's broad work in Egypt includes conservation of culturally significant sites, monuments, architecture, artworks, religious inscriptions, texts, and artifacts representing thousands of years of Egypt's cultural achievement. Through its Antiquities Endowment Fund, for example, ARCE has supported the preservation of early mud brick monumental architecture at Abydos, the palace at Malqata (western Thebes) built by Amenhotep III of Dynasty 18, the unique Coptic frescoes and monuments of the Red Monastery, and the Hisn al-Bab. Likewise, it has supported the conservation and documentation of Egyptian coffins and a Theban tomb field school for the tomb's epigraphic, photographic, and artifact recording.

Educating the Next Generation of Scholars

ARCE's fellowships allow U.S. scholars to do important research in Egypt. Over the course of five decades, fellowships have benefited over 650 scholars whose research interests spanned the entirety of Egypt's history and culture. ARCE's Field School training projects create a new generation of Egyptian archaeologists and conservators, as well. In June 2013, ARCE ran its first field school organized and run completely by Egyptians and taught in Arabic. Those leading the training were themselves former graduates of ARCE field schools.

Excavating and Conserving Ancient Sites and Monuments

ARCE facilitates the fieldwork activities of its Research Supporting Members and interfaces with the Ministry of Antiquities on their behalf. ARCE's RSMs undertake a wide variety of archaeological activities, including survey, excavation, conservation, and site management. Current RSMs operate archaeological projects all over Egypt, focused mainly but not exclusively on prehistoric, pharaonic, and Graeco-Roman sites. ARCE-affiliated projects include archaeological work at the Giza Pyramids, South Abydos, Luxor, Tell Gabbara in the Delta, Tell Edfu in Upper Egypt, and the Red Monastery Project in Sohag.



Qualifications

- Bachelor's Degree in computer science, IT, or related field.
- At least 1-3 years experience in IT & IT security.
- A good knowledge of IT principles related to server and desktop management, networks, system/data security, Firewall, SQL, and FileMaker database.

Skills and Duties

- Excellent knowledge of information security within systems and user devices.
- Very good knowledge of system-supported communications, i.e., email platforms, Wi-Fi, Internet, cloud services, Smartphone communications apps, basic telephone systems, and related communication systems.
- Strong drive to provide excellent customer service.
- Must be able to prioritize work requests and determine solutions to the system or User IT problems in a logical, efficient way.

Responsibilities

- Supports ARCE Cairo and Luxor IT system architecture, operations, security, updates, backups, and maintenance.
- Travels to Luxor office frequently to configure and maintain system access to Cairo servers via the VPN connection.
- Perform initial troubleshooting and escalate unresolved issues to the next support level.
- Provide technical support to ARCE systems and ensure all systems are up and running.
- Maintain inventory of all software and licenses, & record issues and their resolution in a centralized log.
- Provides support for Users' smartphone apps, laptops, and any other devices that connect to ARCE systems or email platforms.
- Assists in the maintenance of the Microsoft Dynamics GP Accounting platform.
- Assists in identifying and gathering IT hardware and software requirements, including servers, workstations, laptops, printers, software packages, and supplies.
- Is the Point of Contact ("POC") for the installation and operation of the Office CCTV system, WiFi hotspots, and routers, & as primary POC with vendors of high-speed internet in Egypt.
- Identifies and suggests possible improvements for internal procedures.
- Responsible for Workstations, Laptops, Printers, Servers, and other peripherals (monitor, keyboard, mouse, hard drive, etc.).



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How to Apply: To ensure consideration for this employment opportunity, applicants must reference the Announcement Number and Job Title in the subject line of an email in the following manner: ARCE/22-01, "IT Helpdesk Specialist" to be emailed to Recruitment@ARCE.org. The application package should include an up-to-date CV, letter of interest, and photocopies of educational certifications (e.g. university transcripts, diplomas, certificates, etc.). Employment Reference letters are optional.

Reporting Relationship: This position reports to the CFO

Eligibility Consideration: Candidates must be legally permitted to work in Egypt.

The closing date for application to be considered is: 31st of April 2022 or till it filled.

Only short-listed applicants will be contacted.

Questions regarding the vacancy may be emailed to recruitment@arce.org

The American Research Center in Egypt is an Equal Opportunity Employer and is seeking a diverse slate of qualified candidates for formal consideration.