



JEWISH NATIONAL FUND OF CANADA | FONDS NATIONAL JUIF DU CANADA  
740-5160 DECARIE BLVD., MONTREAL, QUEBEC H3X 2H9 TEL: (514) 934.0313 FAX: (514) 934.0382 NATIONAL@JNE.CA WWW.JNE.CA

## **IT Help Desk and Database Support Jewish National Fund of Canada**

### Company Description

For decades the Jewish National Fund of Canada has cared for the land of Israel. This mission took the role of planting trees, building water reservoirs, preserving natural habitats, and building parks and bicycle trails. More recently, JNF Canada has taken on projects to build the social infrastructure of the land of Israel for the benefit of the People of Israel. We collaborate with a variety of important institutions and organizations in Israel to build social service infrastructure to benefit vulnerable populations such as youth-at-risk, victims of domestic abuse, special needs children, veterans and the poor.

Jewish National Fund of Canada is now searching for full time **IT Help Desk and Database Support** in our Toronto office. We are looking for a dynamic individual who wants to be part of a great IT team and can offer exceptional service, attention to detail and accuracy.

### Job Description

This role will be responsible for:

- Providing help desk support to 50 employees across Canada
- Supporting the IT network, servers, and security systems
- Developing queries/reports and reconciling issues in Raiser's Edge
- Sharing best practices and training for all staff in database operating procedures
- Helping to create a system to launch and use Blackbaud Online Express
- Creating online donation buttons, event registration forms, and managing web page layout
- Building Dashboards in Raiser's Edge and generating lists for mailing and events
- Coordinating monthly reconciliation and audit requests from Accounting
- Other IT support functions as needed

### Experience

- College diploma/University degree and minimum of 1 year experience providing Help Desk and Raiser's Edge support
- Superior problem solving, analytical, and communication skills (written and oral)
- Demonstrated ability to contribute to strategic thinking and planning and provide recommendations to improve process and results
- Good organizational and time management skills with meticulous attention to detail



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- Working knowledge of IT operating systems and the back end of WordPress
- Strong technical knowledge of personal computers, printers, network equipment, and MS Office Suite
- Expertise in Raiser's Edge, Blackbaud Online Express, and Financial Edge
- Ability to work under pressure in a dynamic environment

Please email you resume and cover letter to [humanresources@jnf.ca](mailto:humanresources@jnf.ca) by March 6, 2019. Thank you for your interest. Only qualified candidates will be contacted.