

## **IT Specialist (Consultancy Service)**

**Location:** West Bank

**Organization:** Palestinian Working Woman Society for Development (PWWSD)

**Project:** WEQAYA – Strengthen the Accountability to the Affected People Towards Gender-Responsive and Inclusive Interagency Community Feedback Mechanism in the West Bank and Gaza Strip

**Duration:** Consultancy Service

### **About PWWSD**

The Palestinian Working Woman Society for Development (PWWSD) is a civil feminist human rights organization dedicated to achieving gender equality and combating all forms of discrimination and gender-based violence. PWWSD provides psychological, social, and legal support to women, empowering them to participate in political, economic, and social life while advocating for justice and human rights.

### **About WEQAYA Project**

The WEQAYA project aims to establish a free, accessible open-line service for Palestinian individuals, offering immediate support, assistance, and responses to inquiries through PWWSD's toll-free number. This initiative ensures 24/7 coverage, providing a safe and effective communication channel for affected populations in the West Bank and Gaza Strip.

### **Position Overview**

PWWSD is seeking a part-time IT Specialist to support the WEQAYA project by managing the Call Center infrastructure and addressing any urgent technical concerns. The IT Specialist will work closely with the project team to ensure the smooth operation of the open-line service.

### **Key Responsibilities**

- Oversee the technical management and maintenance of the WEQAYA Call Center system.
- Provide troubleshooting and technical support to ensure the open-line remains operational 24/7.
- Monitor and resolve software, hardware, and network issues related to the Call Center.

- Maintain data security and confidentiality of calls and user information.
- Ensure regular system updates, backups, and cybersecurity measures are in place.
- Coordinate with external service providers for any necessary system upgrades or repairs.
- Document and report technical issues and solutions to the WEQAYA Project Coordinator.

### **Required Qualifications**

- Bachelor's degree in IT, Computer Science, or a related field.
- Minimum 3 years of experience in IT support, system administration, or related roles.
- Experience in managing call center technology or open-line systems is an advantage.
- Strong knowledge of network security, troubleshooting, and database management.
- Ability to work under pressure and provide timely technical solutions.
- Excellent communication skills and ability to work in a team-oriented environment.
- Commitment to PWWSD's mission and values.

### **How to Apply**

Interested candidates are invited to submit a technical and financial offer, with updated CV detailing their relevant experience and qualifications to [jobs@pwwsd.org](mailto:jobs@pwwsd.org) by Wednesday, March 5<sup>th</sup>, 2025. Please mention "IT Specialist - WEQAYA Project" in the email subject line.

Only shortlisted candidates will be contacted. PWWSD is committed to diversity and encourages applications from all qualified individuals.