



Undergraduate (BA) student:

Graduate (MA) student:

Reference:	Cellebrite – Support Specialist
Company Name:	Cellebrite
Company Type: (Startup/Mature/...)	Mature
Location: (full address)	94 Shlomo Shmeltser St., Petah Tikva
Duration of stay: (min 2, max 6 months)	3-6 months

Company Description:

Cellebrite is a global company known for its breakthroughs in mobile data technology, delivering comprehensive solutions for mobile lifecycle management and mobile forensics.

The company's advanced solutions for mobile lifecycle offer unique in-store phone-to-phone content transfer, backup and restore, in-store and remote diagnostics and repair avoidance, application and content delivery, automated BuyBack and secure device Wipe.

In addition, Cellebrite offers retail management monitoring, statistics and analysis of in-store sales activities. In excess of 150,000 units are deployed at more than 200 mobile carriers and retailers internationally. This represents well over 100,000 stores handling hundreds of millions of transactions a year, positioning Cellebrite as an acknowledged leader in the global mobile retail market.

In the forensics division, Cellebrite's UFED (Universal Forensic Extraction Device), a high-end mobile forensics solution, extracts, decodes and analyses actionable data from legacy and smartphones, handheld tablets and portable GPS devices for use in law enforcement. Cellebrite also supports the extraction and analysis of Chinese manufactured phones. There are more than 40,000 UFED units deployed to law enforcement, police and security agencies in 100 countries.

The company employs over 500 people of whom more than 200 are engaged in R&D. Cellebrite was founded in 1999 and is a subsidiary of the Sun Corporation, a publicly traded Japanese company (6736/JQ), based in Nagoya; it has offices in Israel, the USA, Brazil, Germany, Singapore and the UK.

IT Support Specialist

Cellebrite seeks for a talented IT support Specialist to provide enterprise level technical support to our users via phone, web, email and other support channels as required.

Responsibilities:

- Ongoing support for IT services via walk-ins, telephony and remote sessions
- Services supported: laptops, desktops, Operating systems, network printers, IP telephony, conferencing equipment
- Troubleshooting of hardware and software issues,

Requirements:

- Self-motivated and Independent worker
- High documentation skills
- Minimum 1 year of experience in IT support teams
- Minimum 1 year experience in installing and supporting: Windows workstations (7/10), Active Directory, Office365, PC Deployment, AV Management, remote users, troubleshooting and problem management
- Knowledge and experience with SAAS services: Office 365, Lync\Skype FB, Exchange, SharePoint
- Networking knowledge: switches, routers Wi-Fi systems
- Knowledge and experience with: VoIP networks – Advantage
- Willingness to learn new IT areas and aspects
- Excellent written and verbal communication skills in English
- Service oriented –Very high service awareness

Remuneration Details:

Lunch and transportation expenses of the intern will be covered.