

JOB VACANCY

Who We Are

Ernst & Young is a global leader in Assurance, Tax, Advisory and Transaction Advisory Services. Worldwide, our 212,000 people are united by our shared values and an unwavering commitment to quality and building a better working world. At Ernst & Young, we are committed to achieving potential. It's how we make a difference for our people, our clients and our wider communities. It's about people working together to help each other develop and succeed professionally and personally. In an effort to improve and expand our capacity we are looking for self-motivated high performing individual to join our IT Department.

What we are looking for: Information Technology Specialist: (Senior Associate)

Job summary:

The IT Specialist position which will be based in Kampala performs multiple technology support activities in providing end user support to Firm personnel. This professional demonstrates ability to prioritize tasks, working with multiple software and hardware technologies, in a fast paced environment. **Some of the duties and responsibilities will include:-**

- Assist with the deployment of hardware and software to end users (including the installation, configuration and testing of more complex firm hardware)
- Assist with provisioning and de-provisioning processing, including setting up of hardware/software for new hire, and receiving hardware from separating employees
- Assists with (or coordinates) the repair of end user hardware and the reinstallation of software as necessary to resolve end user incidents
- Resolves incidents associated with firm-standard end user software and hardware, including mobile/hand-held technologies identify sources and trends of technical problems to prevent future occurrences
- Under minimal supervision, provides after-hours service for escalated issues from the Service Desk or Supervisor
- Performs assets management activities (procurement, receipt inventory, tracking, distribution, etc.) in accordance with firm policy and IT Service process
- Assists with off-site support for firm sponsored functions/ meetings
- Performs asset management responsibilities as assigned by supervisor

- Assists with IT tasks related to office moves, build outs and relocations
- Operates as “**remote hands**” for other IT functions such as Telecommunications and Hosting
- Maintains a thorough understanding of IT Services' organization and service offerings in order to identify how best to address end user technology needs and incidents
- Understands the Firms business and organization sufficiently to anticipate and resolve end user technology issues that affect productivity of firm personnel

Experience/Skill requirements

- Bachelor's Degree in Computer Sciences or Sciences
- 8 years of experience in end user technology support
- Excellent communication, interpersonal, organizational, and time management skills
- Excellent customer service attitude
- Honesty and integrity is a must
- Ability to work effectively with all levels of end users and IT personnel
- Broad knowledge of/experience in end user computing and PC Workstation-based applications and hardware.
- Working knowledge of Windows 2003/2008/2012 Server

Technical certification

- Microsoft Certified Systems Engineer

If you believe you are a high performer and have the skills and qualifications outlined above, kindly view the detailed job description and submit your application, CV and relevant testimonials in support of your academic qualifications online: Go to www.ey.com/careers

1. In the top right hand corner where you see a flag , change location and select Uganda
2. Select students then Job search
3. Under the location drop down, choose Uganda and click search for jobs. All Ugandan vacancies will appear, you can also search for the specific vacancy using the job number **KAM0001A** (OSS Technology Specialist- Senior Associate)
4. Please ensure that you upload your CV, transcript/ testimonial, certificates, applications without certificates are invalid Deadline for applications is **31st May 2016**.

PLEASE NOTE ONLY SUCCESSFUL CANDIDATES WILL BE CONTACTED.