# We're hiring!

## Join our Team

**UBA**
United Bank for Africa

**Position**

**IT SUPPORT OFFICER**

Location : **Head Office**

Qualified candidates MUST send their **CV & Cover Letter** attached with all **academic certificates.**

All applications MUST be sent electronically through:
Email: **recruitment.tanzania@ubagroup.com**
Email subject: **APPLICATION FOR IT SUPPORT**

**Deadline: 16th August 2023**

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## DUTIES & RESPONSIBILITIES

- Provides on-site maintenance and trouble-shooting for personal computer hardware and peripherals, software and network connections and other equipment.
- Responds to assigned trouble tickets from IT Care/calls from departmental users.
- Diagnoses the cause of personal computer operation problems and takes or recommends appropriate action to take to solve those problems.
- Performs software installation and setup procedures.
- Performs basic network configuration procedures for the user.
- Performs component diagnosis and replacement recommendation where necessary to vendor for actions.
- Assists assigned users in the use of computer software, including standard office software, network and systems client software, and specialized software that may be used by the bank (e.g.: the CBA software - Finacle).
- Instructs employees/ users in appropriate techniques to enhance productive use of personal computer hardware and software.
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions.
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas.
- Performs other directly related duties consistent with the role and function of the unit as may be directed by the supervisor.
- Keeps immediate supervisor fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems.
- Send in weekly reports to the IT Executive of the regional bank.

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## KEY COMPETENCY REQUIREMENTS

### KNOWLEDGE

- Intermediate networking skills
- Administrative Skills – Windows 10/11 (Including MS Exchange)
- Administrative Skills – Windows Server 2016/2019
- Finacle 10 User Support / Admin Skills
- MS Office – Word, Excel & Powerpoint

### SKILL/COMPETENCIES

- Interpersonal Skills
- Communication Skills
- Close Attention to Detail.
- Good Customer Relations Skills
- General Analytical Skills
- In-depth Knowledge and Interest in IT Systems

Kindly note that,
**only shortlisted candidates**
will be **contacted!**

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## KEY PERFORMANCE INDICATORS

- Timeliness in response to complaints and enquiries and the ratio of faults resolved to total reported faults.
- Timeliness to completion of projects and adhoc assignments.
- Efficiency of job resolution.

## JOB REQUIREMENTS

### EDUCATION

- B.Sc /B.Eng in Business Information Systems or Computer Sciences.

### PROFESSIONAL QUALIFICATIONS

- MSCP
- CCNA

### EXPERIENCE

- Minimum 2 years post qualification, at least 1 year in a similar position.

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## JOB OBJECTIVES

- The Officer holder will provide second level support to user's incident calls after the IT Care or any system implementation/ deployment in the assigned territory within the frame of the agreed service levels. Will take responsibilities for all IT issues in the allotted branches.

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