JOB ADVERT

ABOUT UBA

United Bank for Africa (UBA) is one of Africa's leading financial institutions, with operations in twenty (20) countries and four (4) global financial centers: London, Paris, New York and Dubai. UBA has evolved into a Pan-African, provider of banking and related financial services through diverse channels globally.

United Bank for Africa Uganda represents UBA's pioneer country activities in the East and Southern African sub-region. With a growing network of branches and ATMs across the country, the bank continues to expand the retail and commercial playing field in Uganda by delivering unique financial products and solutions. The bank is seeking to recruit the following highly motivated, competent, result oriented and dynamic professionals for the following positions;

JOB TITLE:	**IT SUPPORT OFFICER**
DEPARTMENT/ UNIT:	**IT**
REPORTS TO:	**IT HEAD**

JOB OBJECTIVE(S)

- To ensure on a daily basis that UBA Uganda has availability of all network and hardware resources.

DUTIES & RESPONSIBILITIES

- Install, configure and deploy pc and server software and hardware.
- Provide PC support to users.
- Support in administering and monitor performance of network systems
- Maintain documentation of hardware systems.
- Support in determining problem patterns and recommend solutions.
- Maintain an equipment schedule for PC's, servers, ATM's, printers and UPS's
- Assist in identifying the need for new systems or re-engineering of existing systems.
- Support in managing and ensuring network security.
- Monitor the network availability by ensuring that all related tasks are properly performed.
- Provide online support to users.
- Support in installing and configuring network devices including servers, hubs, switches and routers.
- Support in managing schedules for preventive maintenance.
- Support in managing anti-virus server and ensure updates across the network on a daily basis.

KEY COMPETENCY REQUIREMENTS

Knowledge

- At least one-year Banking experience.
- Knowledge of bank operating system.
- Experience in administration of network resources, servers and related systems
- Configuration and maintenance.

Skill/Competencies

- Ability to work under pressure.
- Good knowledge of IT Systems.
- Good presentation and report writing skills.
- Understands the business and can proactively see IT solutions to business problems.
- Ability to maintain good working relationships.
- Ability to work longer hours.
- Proactive in wanting to make a difference.
- A good team player

HOW TO APPLY

All interested staff should send their CV, application letter and copies of academic certificates to **ubaugandahr@ubagroup.com** addressed to;

Head of Human Capital
United Bank for Africa
Plot 2, Jinja Road
Kampala, Uganda.

Deadline for applications is 20th May 2025.

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