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EUS Engineer

Description

Reports to: Back Office Manager & Country FS Lead
Grade Level: TBD
Supervises: N/A

Job Summary

- Assist in the resolution of first level IT related hardware, and network issues organization-wide.

Responsibilities

- Assist in providing general first level technical support end user organisation-wide.
- Assist in resolving issues and attending to service requests in line with agreed SLAs.
- Interact and consult with internal and external customers to manage customer satisfaction.
- Assist in developing and maintaining an accurate database of historical information about previous user issues.
- Collate and prepare appropriate daily, weekly and monthly activity and performance reports for the attention of the BO and FS Lead.
- Perform other duties as assigned by the BO and FS Lead.

Qualifications

- First degree or equivalent in a relevant discipline.
- Minimum of two (2) years relevant work experience.

Hiring organization

Infinity Computers and
Communications

Employment Type

Full time

Job Location

Kampala

Date posted

April 2, 2020