Job Profile

Business Unit:	**Prudential Assurance Uganda Limited**
Business Function:	**IT & Digital Transformation**
Job Title:	**Applications Support Officer**
Reports to:	**Senior Manager Applications**
Location:	**Kampala, Uganda**

Prudential Assurance Uganda Limited is a wholly owned subsidiary of Prudential Plc. ("Prudential"). Prudential comprises of a portfolio of businesses focused on structural growth markets. The business helps individuals to de-risk their lives and deal with their biggest financial concerns through life insurance. One of the longest standing and most successful global insurers in the world with over 20 million life customers, +24,000 employees and £56billion of assets under management as at 30th June 2019, Prudential has been providing financial security to customers since 1848 and it's one of the oldest insurers in the world, with 171 continuous years of providing financial services. Prudential Plc is listed on stock exchanges in London, Hong Kong, Singapore and New York.

Prudential provides protection and savings opportunities to customers, social and economic benefits to the communities in which it operates, jobs and opportunities to its employees and financial benefits for its investors. By offering security, pooling savings and making investments, Prudential helps to maintain the cycle of growth. The company's strategy is designed to create sustainable economic value for its customers and shareholders.

The company continues to develop its businesses in new markets in Africa, building on the success of its other regional models, particularly Asia. Currently, the company has a footprint in eight countries: Uganda, Kenya, Zambia, Ghana, Nigeria, Cameroon, Cote d' Ivoire and Togo

Job Scope:

Reporting to the Senior Manager Applications, the Application Support Officer will be part of the IT & Digital transformation team and will be responsible for providing technical support and assistance for various software applications used within the organization. He/she will ensure the functionality, availability, and performance of applications, resolving issues and supporting end-users to maximize operational efficiency.

Principle Accountabilities:

- Possessing specialist knowledge of operating systems, devices, applications, and software
- Providing technical support to teams within the organisation, and to external clients when required
- Assisting with systems integrations to meet business needs.
- Managing ticketed query system and ensuring comprehensive database of queries and resolutions is kept up to date.
- Maintaining and updating technical documents and procedures
- Identifying and resolving technical issues
- Managing coordination at a local and international level where required
- Delivering regular and customised training to teams within the business
- Preparing maintenance plans and upgrading schedules for the organisation's systems
- Developing reports for teams across the business

Other Duties

- Perform any other duties as assigned by management

Core Competences Required:

- Bachelor's degree in computer science, Information Technology, or related field preferred.
- Proven work experience in IT support or similar role.
- Strong knowledge of computer systems, hardware, software, and networks.
- Experience with operating systems (Windows, macOS, Linux), office software, and productivity tools.
- Excellent troubleshooting skills and the ability to diagnose and resolve technical issues.
- Strong communication and customer service skills.
- Ability to work well independently and within a team.
- Intimate knowledge of an organisation's computing systems
- Ability to explain complex ideas to those with limited IT and systems knowledge.
- Exceptional verbal and written communication skills
- Listening ability and patience
- Extraordinary customer service and relationship management experience
- Critical thinking skills