Job Profile

Business Unit:	**Prudential Assurance Uganda Limited**
Business Function:	**IT & Digital Transformation**
Job Title:	**IT End User Support Officer**
Reports to:	**Senior IT Manager**
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 IT Manager, the IT End User Support Officer will be part of the IT & Digital Transformation team and will provide technical assistance and support for incoming queries and issues related to computer systems, software, hardware, and network-related problems. He/She will troubleshoot problems and advise on appropriate actions, ensuring smooth daily operations within the organization's IT infrastructure.

Principle Accountabilities:

- Provide technical support to end-users in person, via phone, email, or other communication tools.
- Diagnose and resolve technical hardware and software issues.
- Install, configure, and maintain computer systems and applications.
- Set up new user accounts and profiles and manage access control.
- Monitor and maintain computer systems, networks, and peripherals.
- Collaborate with IT team members to resolve complex issues and escalate problems when necessary.
- Ensure security measures are in place and update antivirus software regularly.
- Maintain documentation and records of IT issues and resolutions.
- Train users on basic IT functions and best practices.

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.
- Certifications such as CompTIA A+, Microsoft Certified IT Professional (MCITP), or equivalent are a plus.
- Understanding of IT security principles and practices.