KPMG

Exciting career opportunity

IT Associate, Central Services Unit

KPMG is a global network of professional services firms providing Audit, Tax and Advisory services. Our purpose is to inspire confidence and empower change. We have a notable Africa Footprint serving clients across the continent. Our East Africa practice comprises Kenya, Uganda, Tanzania, and Rwanda. The Nairobi office serves as the regional coordinating office providing the required networking to facilitate delivery of services on a timely basis to meet and exceed our clients' expectations.

We are looking for an IT Associate to join our Central Services Unit team in Tanzania, in the Dar es Salaam office.

Key roles and responsibilities

Continuous maintenance and improvement of KPMG systems

- Coordinate and run the IT Helpdesk, ensuring that issues experienced by staff are sorted or escalated for resolution, all with the IT SLA.
- Deploy agreed on technologies with members of IT and train end users on how to use them.
- Liaise with team members to ensure that the latest updates and patches are distributed on the network at the appropriate time.
- Liaise with team members to ensure that all the machines that are plugged to the network conform to the set KPMG standards.
- Participate in the support of different software implementations in KPMG. This includes the installation and maintenance of KPMG workstation software and mobile applications.
- Liaise with third-party vendors to ensure that outsourced services and quality standards are as stipulated in the service level agreement.
- Ensure that all challenges encountered are logged into the IT Helpdesk.
- Administer the IT Helpdesk and give periodic reports to the IT manager.
- Provide financial details as they pertain to IT projects on a regular basis.
- Generate proposals on ways to improve the security of the network.
- Assist with applying security settings and resolving security incidents.

Network Management

- Provide first level support for all network issues.
- Manage and troubleshoot routers, access points, wireless controllers and switches to identify and avoid failures.
- Maintain the inventory of network devices.

IT Inventory Management and Printer Management

- Maintain an inventory of all software, servers, laptops and network devices, and ensure that they are available when need arises.
- Maintain the print servers and provide first level of support to end users for all printer queries.

Voice System Administration and Filing

- Provide first level support for all data and voice communication calls received at the helpdesk.
- Troubleshooting data points and telephone points to ensure connectivity.
- Filing of all documents received within IT appropriately.

Other Admin Tasks

- First Level helpdesk calls to assist users in IT issues.
- Deployment of desktops and laptops.
- Procurement from various suppliers on various IT goods and services.
- Physical access changes as required.
- Ad hoc server management tasks e.g., OS upgrade, troubleshooting etc.
- Internet connection troubleshooting and supplier liaison.
- Dealing with various suppliers regarding products and services provided to KPMG.
- Backup administration as assigned by the Backup administrator.

Working Relationships:

- Be a valuable team player for efficient and accurate delivery of IT support services, ensuring continued communication and commitment to the goals of the business unit.
- Advise on IT policy matters, offer first hand support regarding IT issues that may occur and maintaining the existing IT infrastructure in a bid to achieve desired business goals.
- Be an effective liaison between vendors and IT and ensure the maintenance of effective provision of IT-related services to employees.
- Keep up with any development in the IT industry and adopt best practices.

Academic Qualification

Bachelor's degree in Computer Science, Computer Engineering, Information Technology or any other related field.

Academic Qualification

One year of experience in managing IT infrastructure or in related field will be an added advantage.

Skills Required

Technical Skills and Competencies

- Software management.
- Hardware repair and management.
- Office 365 apps management.
- Cloud Management and Infrastructure (Beginner Level).

Soft Skills

- Good spoken and written English language skills.
- Ability to multitask and undertake multiple parts of an engagement.
- Team/engagement management skills.
- Be a good team player.
- Demonstrable enthusiasm, drive, and initiative.
- Ability to interpret complex data.

If your career aspirations match this exciting opportunity, please send your CV and academic certificates to **tz-fmtalentrecruit@kpmg.co.tz** quoting the tittle of the position you are applying for by **8 November 2024.** Please note that only shortlisted candidates will be contacted.