



External Job Advertisement

Uganda Post Limited (T/A) Posta Uganda is inviting qualified persons who meet the stated minimum requirements to apply for the vacancies which exist within the Company. Interested candidates should send their application letter; attach certified copies of academic transcripts and certificates as well as a detailed CV, to reach the address below not later than **31 March 2025**.

**The Head, Department of Human Resource and Administration Posta Uganda
P.O Box 7106 Kampala**

Please Note:

1. Applications received after the deadline will not be considered.
2. Candidates who do not receive feedback within a month from the deadline should consider their applications unsuccessful.
3. Posta Uganda is an Equal Opportunity employer. Women are particularly encouraged to apply.
4. Any form of lobbying or canvassing for appointment shall lead to automatic disqualification.
5. Candidates shall be required, among others, to present the following:
 - Endorsement Letter duly stamped by their Local Council 1 Chairperson
 - Three Reference Letters.
6. Prior to appointment on the job, Posta Uganda shall carry out independent reference checks for all the documentation mentioned above.

4. Job Title:	IT Support (02 Positions)
Duty Station:	GPO Kampala
Reports to:	Network & Systems Administrator

Job Purpose

To provide support for UPL's IT infrastructure, including hardware, software, communications and training to UPL staff at head office, DPOs and SPOs in line with UPL IT guidelines and policies.

Key responsibilities

1. Provide the desktop support to all staff of UPL, including all user support for network, desktop, software, telephone, email, files, data recovery and remote access.
2. Install, configure and administer software and hardware at end user point in line with UPL policies and IT best practices.
3. Periodically check servers including logs, disk space, etc. resolving issues as necessary in line with UPL policies.
4. Demonstrate commitment to and promotion of a culture of service excellence and continual improvement within the IT department.
5. Expedite the repair of hardware faults and software configuration problems, notifying or forwarding to relevant suppliers in a timely manner.
6. Provide expertise and practical assistance in the investigation, evaluation and interpretation of data to assist the work of Posta staff.
7. Ensure data coherence, availability, accuracy and security to meet UPL's information systems requirements.
8. Design and implement LAN/WAN infrastructure that meets international standards.

Required minimum qualifications and experience

- a. An Honours Bachelor's degree in IT/Computer Science / Information Systems
- b. Minimum of Four years working experience three of which should have been in a similar field in a reputable organisation.

Key Competences

1. Communication & Interpersonal skills
2. Time management skills
3. Flexibility