



Our Ref: 512/RRA/HR/2022

Date: 06/01/2022

JOB VACANCY (PUBLIC)

Rwanda Revenue Authority is seeking to recruit self-motivated, qualified persons of high integrity to fill the following Contractual Staff position for **(1) one year**.

EBM TECHNICAL SUPPORT (21 POSITIONS)

Objective:

Under supervision of the Head of Customer Support Unit, the EBM Technical Support will deliver EBM technical support to EBM users across the country.

Essential tasks and responsibilities:

1. Configuration/installation and training of EBMV2 software users/taxpayers.
2. Deliver IT technical support on EBMV2 software to EBM users/taxpayers by:
 - Offering online support on EBMV2 software to EBM users upon different inquiries.
 - Backup of EBM database in case of malfunction of computing devices holding EBMV2 software.
 - Remote support on EBM usage to users.
3. Work hand in hand with EBM software developers on testing the updated system version with new features before deployment.
4. Identify EBM hard/software that are not sending data to RRA server and take appropriate and timely actions.
5. Facilitate and mobilize EBMV1 users to migrate to EBMV2.
6. Prepare work reports to supervisor.

HERE FOR YOU TO SERVE



Qualifications, Skills and Competencies:

- Bachelor's Degree in Information Systems, Business and Information Technology, Computer Science, Information Technology or Electronic and Telecommunication.
- A minimum of one (1) year proven experience from previous employer in IT field specifically working on EBM system installation and training of users/taxpayers.
- Excellent knowledge of EBM procedures.
- Experience on MySQL server configuration.
- Having skills on windows operating system, basic networking, computer hardware and structured query language (sql).
- Excellent in soft skills.
- Ability to meet work schedules and deadlines.
- Excellent knowledge of Kinyarwanda, French and/or English both written and verbal.

HOW TO APPLY:

Interested candidates should download the “Job Application Form” from the RRA website:

www.rra.gov.rw.

A job application letter addressed to Commissioner General, a well-filled RRA Job Application Form, a Curriculum Vitae, a copy of National Identity Card, a copy of the Degree and all Academic Transcripts as per required qualifications should be sent to recruitment@rra.gov.rw not later than **14/01/2022 at Midnight.**

Done at Kigali on 06/01/2022.

BATAYIKA Emery
Assistant Commissioner in charge of Human Resources.

HERE FOR YOU TO SERVE