



Our Ref :

057/DCG/H2/15

Date :

Your Ref :

JOB VACANCY:

Rwanda Revenue Authority is seeking to recruit self-motivated, qualified persons to fill the following posts:

IT User Support and Help Desk Officer

The post is on Grade: 5

Under the supervision of IT Senior User Support, the IT User Support and Help Desk Officer will be responsible for user supports and collection of user requirements for users in Customs Services Department.

Responsibilities:

- ✓ Provide technical assistance to users to solve equipment problems and simple operating systems and office automation problems;
- ✓ Install Microsoft Office applications;
- ✓ Download Microsoft Office updates and service packs;
- ✓ Help users in his/her working place in big Microsoft Office applications and internet Explorer issues;
- ✓ Deliver required training about Microsoft Office applications;
- ✓ Basic knowledge on RRA applications utilization;
- ✓ Support to final users (printing problems, connection problems, etc).
- ✓ Receive and process users requests for support;
- ✓ Find the quickest and best way for satisfying user requests;
- ✓ Select the appropriate staff to deliver requested support.

Qualifications and skills

- Bachelor's degree in Computer Science or Information Technology
- Windows Operating System, basic networking and hardware skills, Microsoft Office, SQL.

HOW TO APPLY:

Candidates should download job application form from RRA website www.rra.gov.rw and fulfill it:

Candidates should address their applications to the **Commissioner General of Rwanda Revenue Authority**; attach an application letter, a well filled RRA Job application form, Curriculum vitae, a copy of National Identity Card, copy of Degree and send them to recruitment@rra.gov.rw, not later than 28/10/2019 at 5:00 pm.

The candidates whose application files are not properly fulfilled shall not be considered.

Done at Kigali on 22/10/2019.

Kanyangeyo A.

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Deputy Commissioner General & Commissioner for Corporate Services.

