

## USER SUPPORT ENGINEER

*Tanzania Fashion Stores Limited, a subsidiary of Deacons Kenya Limited, is seeking to recruit a focused, self-driven professional of high integrity to work as a User Support Engineer in Dar es Salaam. Tanzania Fashion Stores operates three exciting brands namely, Truworths, Identity and 4u2; through three retail outlets with a central warehousing operation.*

**Reporting to the Country Manager, the User Support Engineer will be responsible for:**

- Installation, Configuration and Management of Software, Operating systems and other peripherals;
- Recommend hardware and software for acquisition helping users assess needs and providing justification for equipment and services;
- Assists with the planning, design, research and acquisition of new or upgraded hardware and software systems;
- Carries out regular preventive maintenance of the IT assets and ensures regular updates of software and drivers;
- Assist in instructing staff in the use of standard software and other computerized systems and devices;
- Undertakes and executes projects to expected standards;
- Ensures appropriate communication and timely relay of feedback, reports and instructions;
- Maintain current knowledge of hardware, software and network technology and recommend modifications as necessary;
- Trouble shooting and problem solving;
- Any other duties as delegated.

**The person:**

- A Diploma in Computer Science, Management Information systems or recognized equivalent;
- Certification in ICDL and user support
- A minimum of 2 years in a busy ICT environment;
- Good communication and interpersonal skills with the ability to interact effectively at all levels;
- A flexible disposition with ability to work under pressure;
- A sound understanding of server, Point of Sale and internet systems architecture.

*Interested candidates holding the necessary requirements, good performance and / or references are encouraged to send their applications with detailed CV names and contacts of 3 referees, copies of certificates, testimonials, current telephone number and email address, on or before **20 September 2010** to the address indicated below.*

**The Human Resource Manager,  
Deacons Kenya Limited,  
P.O. BOX 30087-00100,  
NAIROBI.  
Email: [careers@deacons.co.ke](mailto:careers@deacons.co.ke)**

**Preference will be given to qualifying staff members • Only short listed candidates will be contacted**

***“Deacons Kenya Limited is an equal opportunity employer”***