YAKO BANK

Yako Bank (U) Limited was incorporated in the Republic of Uganda in 2010 and licensed as a Credit Institution by Bank of Uganda in 2020. In September 2015, Yako got its license to operate as a deposit taking institution and started operations under the name Yako Microfinance (U) Limited. It upgraded to a Credit Institution in 2020 and was licensed to operate as Yako Bank (U) Limited. Yako Bank is owned by different shareholders and has been licensed by Bank of Uganda to provide savings and lending products to different clients.

In order to meet the needs of its growing customer base, the Bank is seeking to recruit dynamic, self-motivated, result oriented professionals to fill the following position;

1. IT Officer
This position reports directly to the IT Manager and it will be based at Head Office

Role of the Job:
The IT Support Officer shall monitor and maintain the computer systems and networks of Yako Bank. Install and configure computer systems, diagnosing hardware and software faults and solve technical and applications problems either over the phone or in person.

Key Result Areas:

- Offer excellent staff support for all ICT related queries and adhere to all service management standards
- Take ownership of user problems, and be proactive when dealing with user issues
- Ensure that all calls and support requests are logged on the service desk
- Maintain a log of any network and infrastructure problems
- Support users in the use of the network by providing necessary training and advice
- To allocate more complex calls to the relevant ICT technical support levels
- In liaison with other ICT staff, arrange for external support where problems cannot be
- Checking computer equipment for electrical safety.
- Repairing equipment and replacing parts.
- Agreeing call out timescales by responding within agreed time limits to call outs.
- Support the roll out of new applications.
- Investigating, diagnosing and solving computer software and hardware faults.
- Installing and configuring computer hardware, software, systems, printers, scanners. Keep computer systems running smoothly and ensure users get the maximum benefit from them.
- Responding to break downs.
- Talking to clients and computer users to determine the nature of problems.
- Database support and reports retrieval when necessary.
- Desktop support.
- Hardware and software installation.
- Assessing issues and priotising accordingly.
- Technical user support.
- Assessing issues and priotising accordingly.
- Technical user support.

Knowledge and Experience

1. Proven experience in overseeing the configuration. deployment, management of network devices, applications, and related products

2. Proven experience with systems planning, security principles, and general software management best practices.
3. Excellent understanding of the organization's goals and objectives.
4. Knowledge of applicable data privacy practices and laws
5. Good project management skills
6. Excellent written, oral, and interpersonal communication skills.
7. Ability to conduct research into systems issues and products as required.
8. Ability to communicate ideas in both technical and user-friendly language.
9. Highly self-motivated and directed, with keen attention to detail.
10. Proven analytical and creative problem-solving abilities.
11. Able to prioritize and execute tasks in a high-pressure environment.
12. Strong customer service orientation
13. Ability to work in a team-oriented, collaborative environment.

Required Competencies

i. Bachelor's degree in information technology, computer science and/or a related field.
ii. Additional certification in Server Room, Telephony, CCNA, VMWare, MCSE, ITIL, LPIC or other relevant areas will be of added advantage.
iii. Minimum 1 years' experience in a busy IT function
iv. Experience in banking and Knowledge of banking products & services is desirable.

Applications:

Suitably qualified candidates should address their application to <u>Human Resource & Administration Manager, Yako Bank, Forest Mall Lugogo, Kampala, Uganda</u>, and email it to <u>hr@yakobank.com</u> as well as photocopies of academic qualifications, and a CV. The CV should include telephone contacts and email addresses of three referees, one of who should be the most recent employer.

Closing date for submission of the applications is **December 8, 2025.** *Only shortlisted candidates will be contacted.*

Please note that in line with the Bank procedures, no job offers are made online.