



Technology Support Specialist

Ernst & Young, a global, market leading, professional services firm, with dynamic people in more than 140 countries, is committed to operating with integrity, quality and professionalism in the provision of audit, tax, advisory and transaction advisory services.

We currently have an exciting career opportunity for a Technology Support Specialist to join the IT team in our Bermuda office. The overall responsibilities of this position include the management and delivery of IT services and training, which includes: technical support, project management & implementation, and vendor management. The successful candidate will be required to keep his/her skills current and to be aware of current industry trends.

Required Skills/Experience/Attributes:

- ▶ An Associate's degree or other post-secondary education in Computer Studies or related field, or relevant work experience; candidates possessing or actively pursuing an MCSE certification will receive preference
- ▶ A minimum of five (5) years of recent relevant experience working as a primary IT support resource
- ▶ Experience in dealing with a mobile customer base including mobile handheld technologies
- ▶ Experience in assisting with the development and management of the IT budget
- ▶ Proven strong asset management skills to manage all IT assets from procurement through disposal
- ▶ Ability to create and share knowledge to improve existing work methods and implement new strategies
- ▶ Ability to establish goals and manage deliverables, while being accountable for achieving successful results
- ▶ A thorough understanding of Lotus Domino, MS Exchange/Outlook, MS Server and MS Windows administration, Cisco VOIP, Symantec backup applications and anti-virus technologies, desktop and network management technologies, and hard disk encryption
- ▶ Ability to consult, advise and deliver effective technology solutions to EY personnel with focus on speed-to-market
- ▶ Strong business acumen with desire to learn all facets of EY business in order to become a technology business advisor

The successful applicant must be a proactive and strong team player with leadership abilities, who is able to communicate well with colleagues at all levels within the global IT environment. The successful applicant must also possess the flexibility necessary to be successful in this position, including the ability to work overtime on short notice to meet deadlines and work independently with minimal supervision, as required.

To apply for this exciting career opportunity (or for more information), please visit the careers section of our website: www.ey.com/bm (job reference: **HAM00081**), email your resume and cover letter to: hrbm@bm.ey.com, or call **441 294 5496**.

Deadline for applications: **13 April 2012**

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