

IT Technologist

At PwC, we pride ourselves on our vision, value and ability to provide an exceptional service to a vast network of clients.

PwC Bermuda has an exciting contract opportunity for a Technologist to work with an established IT team. The primary responsibility of this position is to provide application support and the ongoing maintenance of the core applications. This includes liaising with users, other IT team members, external vendors and global support teams. The position requires a good understanding of application and support experience. This is a contract position starting as soon as possible, with an end date of June 30, 2013.

The role:

Reporting to the Director of IT, this role requires strong interpersonal, organizational, well developed and proven technical skills combined with the ability to readily adapt to rapidly changing business and technology environments. *Responsibilities will include but are not limited to:*

- Setting up laptop and desktop systems for new users and when replacement systems are required;
- Providing hands on hardware support for the firm's laptops, desktops, printers, scanners and telephony devices;
- Reconfiguring user network and telephone connections as required;
- Assisting users with installation and configuration of software and updates;
- Maintaining all existing system documentation as changes occur and create new documentation for new processes or systems as necessary; and
- Responding to Help Desk calls as required.

Essential skills and experience:

- Undergraduate degree in a computer related field, with practical experience in a Microsoft Windows environment;
- Basic level of experience managing a CISCO environment;

- Basic level of experience maintaining a VMware / VSphere environment;
- Basic level of experience installing, configuring and maintaining Microsoft Windows 2003/2008/XP/7, WINS, DNS, DHCP, domain controllers, Group Policy and Active Directory;
- Ability to replace hard drives, RAM, power supplies, drives, interface cards and other peripherals on workstations and servers;
- Ability to proactively maintain a secure environment;
- Familiarity with server configuration including installation and configuration of RAID controllers and disk arrays;
- Demonstrated strong problem solving skills;
- Ability to meet deadlines on numerous simultaneous projects while also managing inquiries from the Help Desk;
- Ability to respond to common inquiries or complaints from customers in an efficient and responsive manner;
- Excellent interpersonal and communication skills and the ability to interact in a professional and courteous manner in a multi-cultural environment;
- Time management the ability to organize and manage multiple priorities; and
- Ability to work independently and as strong team player who consistently contributes to a high performance team in a positive manner.

The selection process will include an assessment of technical ability and short-listed applicants will be skills tested.

Interested candidates should apply in writing, including your resumé to:

The Manager, Human Resources
PricewaterhouseCoopers
P.O. Box HM 1171
Hamilton HM EX
Email: pwcbermuda.hr@bm.pwc.com

Closing date for applications: 21 October 2012



PwC is an equal opportunity employer and offers a competitive salary and a comprehensive benefits package.