



Building a better  
working world

## IT & Facilities Associate

EY, a global market-leading professional services organization, with dynamic people in more than 150 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 an IT & Facilities Associate to join our core business services team in Bermuda. The IT & Facilities Associate will be an integral part of the IT and facilities/workplace services teams and is a pivotal role in managing its varied activities. The successful applicant must possess solid IT knowledge, be a committed team player with strong communication, interpersonal and organizational skills, and have an excellent customer service attitude. This position will report to the Bermuda office location manager and receive direction/guidance from the IT on-site support services team.

### Responsibilities - Facilities support:

- ▶ Administer EY's one badge employee security access system, including registration of new staff, ordering security cards, updating/cancelling cards and general troubleshooting.
- ▶ Coordinate video teleconferences by reserving equipment and ensuring it is operational prior to meeting start time as well as perform regular boardroom audio/visual equipment maintenance.
- ▶ Maintain the local telephones using the EY Reserve system, including set-up, troubleshooting and updating directories.
- ▶ Maintain and troubleshoot local office printers and elevate issues as needed.
- ▶ Support facilities and hospitality functions as necessary as well as providing IT support for firm functions/meetings.

### Responsibilities - IT support:

- ▶ Assist with the deployment of hardware and software to end users, including installation, configuration and testing.
- ▶ Assist with provisioning and deprovisioning of IT equipment to/from EY employees.
- ▶ Coordinate the repair of end-user hardware and the reinstallation of software as necessary to resolve end-user incidents.
- ▶ Perform asset management responsibilities as assigned (wiping of hard drives on instruction and assisting with the destruction of computers) in accordance with EY policy and IT Service process.
- ▶ Resolve incidents associated with firm-standard end-user software and hardware, including mobile/handheld technologies.
- ▶ Assist with IT tasks related to office moves, build-outs, and staff relocations.

### Required skills/experience/attributes:

- ▶ An associate's degree, or equivalent work experience.
- ▶ A minimum of two years of recent relevant experience; prior experience working in a professional services firm would be an asset.
- ▶ Experience supporting mobile applications, as well as proficiency with the use of Windows 7 and Outlook.
- ▶ An ability to handle sensitive information in a confidential manner.
- ▶ Strong analytical and decision-making skills.
- ▶ Ability to work effectively with all levels of end users and IT personnel.
- ▶ Adept at managing multiple tasks in a fast-paced environment.
- ▶ Ability to work a flexible schedule, as overtime and some limited travel will be required.
- ▶ A dedication to teamwork and integrity within a professional environment.

To apply for this exciting career opportunity, please visit the careers section of our website, [ey.com/bermuda](http://ey.com/bermuda) (job reference: **BER000NO**); email your resume and cover letter to **hrbm@bm.ey.com**; or call **+1 441 295 7000**.

Deadline for applications: **9 March 2015**.

EY, an equal opportunity employer, values the diversity of our workforce and the knowledge of our people.