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working world

## IT Onsite Support Services - 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 are currently seeking applications for an exciting career opportunity as an IT Onsite Support Services Associate on our Bermuda team. The successful candidate will be responsible for performing multiple technology support activities in providing customer support to EY Firm personnel. The successful candidate will have demonstrated ability to prioritize tasks, working with multiple software and hardware technologies, in a fast paced environment and have a strong focus on managing assets which includes procurement.

### Responsibilities:

- ▶ Assist with the deployment, installation, configuration, and testing of hardware and software.
- ▶ Assist with provisioning and de-provisioning processing, including setting up of hardware/software for new hires, and receiving hardware from separating employees.
- ▶ Coordinate the repair of end user hardware and the reinstallation of software as necessary to resolve end user incidents.
- ▶ Perform asset management activities (procurement, receipt, inventory, tracking, distribution, etc.) in accordance with firm policy and IT Service process.
- ▶ Resolve incidents associated with firm-standard end user software and hardware, including mobile/hand-held technologies.
- ▶ Provide after-hours service for escalated issues from the Service Desk or supervisor.
- ▶ Accountable for nightly tape backup, tape rotation and storage.
- ▶ Assist with IT tasks related to office moves, build outs, relocations and acquisitions, and provide off-site support for firm sponsored functions/meetings.
- ▶ Operate as "remote hands" for other IT functions, such as Telecommunications, Networking and Hosting.
- ▶ Deliver technology training to EY new hires during the onboarding and orientation process.

This role receives direct oversight from a supervisor, with regular contact to monitor and assign activities.

### Required experience/skills/attributes:

- ▶ A minimum of an Associate's degree in information technology, computer science or other relevant major.
- ▶ A minimum 2 years of relevant experience in end-user technology support; experience supporting mobile applications, Windows 7 and Outlook preferred.
- ▶ A working knowledge of call tracking software (i.e. Service Now, Remedy, etc.) as well as an understanding of network technologies and Active Directory.
- ▶ Strong interpersonal, communication and presentation skills, with an outstanding customer service attitude.
- ▶ Strong analytical skills are required to address end-user incidents escalated from the service desk.
- ▶ A demonstrated ability to prioritize incidents being worked on and communicate those priorities to end users as necessary.
- ▶ The ability to work a flexible schedule, as overtime will be required during peak periods.
- ▶ Strong attention to detail, as well as a commitment to quality and efficiency.
- ▶ 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: **HAM000KM**), email your resume and cover letter to: **bermuda.careers@bm.ey.com**, or hand deliver to:

The Recruitment Manager - Human Resources  
Ernst & Young Ltd.  
3 Bermudiana Road,  
Hamilton, HM08  
Telephone: +1 441 295 7000

Deadline for applications: **31 March 2016**

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