UGANDA CIVIL AVIATION AUTHORITY

VACANCY

Uganda Civil Aviation Authority (UCAA) is a corporate body responsible for regulation of civil aviation in Uganda. It manages Entebbe International Airport (EIA) and thirteen (13) other upcountry aerodromes. UCAA carries out its work in conformity with International Civil Aviation Organization (ICAO) Standards and Recommended Practices (SARPs). The Authority plans to recruit suitably qualified Ugandans of impeccable integrity and commitment to fill the following position in its establishment as detailed below: -

JOB REF : **UCAA/ADV/EXT/07/2025**

POSITION : **IT ARTISAN**

REPORTS TO : **SYSTEMS SUPPORT OFFICER**

SALARY LEVEL : Grade - 7

VACANCIES : 02

JOB PURPOSE: This job exists to provide support to users and ICT systems that results in operational efficiencies and effectiveness thereby contributing towards the attainment of UCAA's objectives and mandate.

PRINCIPAL ACCOUNTABILITIES:

S.NO	PRINCIPAL ACCOUNTABILITIES	DELIVERABLES
1.	I.T Management Processes	1. Participates in user support 24/7 2. Participates in network cabling. 3. Maintains ICT hardware
2.	Customer Satisfaction	1. Understands the needs of the customers. 2. Assists in putting in place a process of resolving ICT problems within the agreed time.
3.	Carries out any other lawful assignment allocated by the immediate Supervisor.	• The jobholder is cooperative and readily responds to any ad hoc tasks assigned to him.
PERSON SPECIFICATIONS:		
Essential Requirements:		Bachelors degree in computer science, Information Technology, software engineering or equivalent

AGE	From 22 to 30 years old
Experience:	One year in a busy ICT environment

SPECIAL SKILLS & ATTRIBUTES:
1. Maintaining and Servicing ICT hardware
2. Managing electrical equipment on ICT systems
3. Using Desktop Microsoft Operating Systems
4. Using common Microsoft Office Applications
5. Good interpersonal and communication skills

HOW TO APPLY:

1) To view the above-mentioned job advertisements and apply, please enter the link **https://recruitment.caa.co.ug** into your browser to create an account and start the application process.

2) Sign up to create an account (New users).

3) Log in with your username and password.

4) Create a CV by filling in all the required information before proceeding.

5) Click Home and there you will see the advertised job. To apply, click the **"Apply"** button. Thereafter a popup message will appear **confirming** your application was successful.

6) Please note that falsification of information is an offense in UCAA. You are advised to only apply for the jobs where you meet the minimum requirements as indicated in the job description as well as being very sincere while responding to the application questionnaire.

7) Physical/hard copy applications will not be accepted.

Note:

a) For any inquires or assistance, please contact: +256-312-352000.
b) Applications are to be received not later than **5:00 pm** on **28th July 2025**. It is the duty of the applicant to ensure that his/her application is received by the indicated date and late applications will not be entertained under any circumstances.
c) In your CV please include contacts of two credible referees i.e. one professional (past or present employer/supervisor) and the other for character assessment.

We pledge to conduct a transparent recruitment process!

The Director Human Resource & Administration,
Uganda Civil Aviation Authority (Head Office),
P.O. Box 5536,
<u>KAMPALA</u>