

CHIEF IT

Reports to: GM: Finance and Administration

Department: Finance and Administration

Paterson job grade: D1

Job purpose:

To administer the Corporation's information and communication technology systems, including applications, servers, networks, databases and telecommunications.

In this position, you will be responsible for supporting network databases and systems, updating system hardware and software, troubleshooting for system errors, and assisting team members in supporting all data security and optimization.

Key responsibilities

- Administer network and data security, including directory, group policy, firewalls, virus protection, and email security
- Perform data backups to ensure all company-owned work is saved
- Install and update network system improvements
- Install and configure wireless networking equipment
- Monitor servers, LAN/WAN, and Wi-Fi to ensure full coverage
- Assist with the design, implementation, and support of new software and features
- Evaluate connectivity issues, equipment, and software and hardware
- Respond to IT issues; hardware maintenance, software, networking, etc.
- Provide helpdesk and technical support either by phone, remote access, or site visits
- Oversee troubleshooting for system errors
- Set up equipment for new users and employees
- Consult with vendors and clients to integrate and update company technology
- Ensure system optimization for all technology resources
- Recommend adjustments to the IT environment when required

Knowledge, skills and competencies

- Provide product knowledge, guidance, and support to internal teams
- Zealous approach to problem solving and customer service
- Thorough knowledge of Windows and OS X environments
- Server administration
- Managing projects; planning, prioritizing, and administering work
- Comprehensive Report writing skills

Qualifications, experience and other requirements:

- B.Degree or B.Tech in information Technology or Computer science
- Professional qualifications would be an added advantage
- Experience working with network and server management support systems
- Up-to-date knowledge of new systems, information, software, hardware, and upgrades
- A minimum of 3 years experience working in an IT support environment.

- A management development qualification is an advantage
- Only Namibian National/Citizen to apply.