VACANCY

CRAN
Communications Regulatory Authority of Namibia

COORDINATOR: ICT SERVICE MANAGEMENT & ADMINISTRATION [C2]

Primary purpose of the position:
Reporting to the Executive: Cybersecurity & ICT, the Coordinator: ICT Service Management & Administration is responsible to perform IT helpdesk tasks and office administration tasks in the Cybersecurity & ICT department.

Key Performance Areas:
Service Coordination
- Acts as the first point of contact for IT service requests, troubleshoot technical issues, and provide timely resolutions to end-users;
- Responsible for receiving, identifying, classifying, responding to or allocating and tracking, and closing incidents;
- Escalates unresolved service requests;
- Provides monthly IT service management statistics;
- Assists to install, configure, and maintain computer hardware, software, and peripherals;
- Assists in the setup and maintenance of office equipment including printers, scanners, and telecommunication systems;
- Maintains accurate records of IT assets, inventory, software licenses, and system changes;
- Maintains an accurate IT service catalogue;
- Provides training and technical support to employees on software applications and basic IT procedures;
- Collaborates with the IT team to implement security protocols and ensure data protection measures are enforced; and
- Stays updated on emerging technologies and recommend IT solutions to improve overall efficiency.

Departmental Administration and Coordination
- Acts as the first point of contact to the department and in dealing with correspondence and phone calls;
- Responds to email and other correspondence as requested by Executive: Cybersecurity & ICT and ensure a 48 hour turnaround time;
- Ensures the Executive: Cybersecurity & ICT is fully briefed and prepared for all engagements and meetings;
- Maintains a daily updated diary for the Executive: Cybersecurity & ICT, provide reminders for meetings and appointments as well as to managers on important engagements;
- Provides input to the annual budget regarding stationery and other requirements of the department;
- Makes travel and accommodation arrangements and other required travel related bookings for the department;
- Prepares requisitions and invoices for payment and maintain a filing system for all financial documents; and
- Establishes and maintains a comprehensive database and filing system for all records and documents in the department.

Education, Experience and Skill Requirements:
- A Bachelor's degree in ICT related field or equivalent accredited qualification;
- One (1) to Two (2) years' experience in an IT related field;
- Advance Computer literacy in Microsoft Office or utilisation of other software would be an advantage;
- Ability to be proactive and take the initiative; and
- Shortlisted candidates will be required to submit proof of Namibian Police clearance.

CRAN IS AN EQUAL OPPORTUNITY EMPLOYER. WOMEN AND PERSONS WITH DISABILITIES ARE ENCOURAGED TO APPLY.

To apply, please register at Direct Hire by clicking on the following link,
https://cran.mcidirecthire.com/External/CurrentOpportunities

REMUNERATION PACKAGE:
CRAN offers a competitive market-related cost to company remuneration package commensurate to relevant experience and qualifications.