



NAMCLEAR is the Namibian Automated Clearing House (ACH), licensed as a Payment System Operator and the designated Financial Markets Infrastructure (FMI) for the Namibian payment industry.

ICT SERVICE DESK ADMINISTRATOR (C3)

Provides the IT Service Desk support function through management and resolution of all 1st level calls and escalations as per the IT Service Support Model.

Main Responsibilities:

- Manage IT equipment and provide first-level IT technical support by troubleshooting end-user issues on various applications
- Provide clear, targeted communication and IT awareness to staff members
- Identify and resolve and/or address any/all related queries and problems to ensure smooth flow and processing of all input and output information and its compliance with all related Service Level Agreements.
- Assist the Systems & Network Administrators and DB Administrator with back-office IT administration by performing installations, basic maintenance, and improvements of the corporate network and servers
- Troubleshoot hardware, software applications, and operating system problems for general staff by testing the functionality of computers, line of business applications, and tools for proper production.
- Record incidents, check progress, and ensure all diagnostic information is provided for error resolution and incident analysis.
- Communicate to all relevant stakeholders as soon as a severe business disruption incident occurs and provide progress through its lifecycle until the incident is resolved and the root cause is identified.
- Coordinate and track all activities being handled by IT Administrators and vendors to ensure that the customer issues and requests are resolved within the agreed SLAs.
- Perform general and periodic tasks as per PCI-DSS requirements.
- Ensure that desktops and operational staff can connect to the HQ & DR LAN.
- Compile server and database statistics and helpdesk ticket reports per department.

Minimum Academic and Professional Qualifications:

- Grade 12 or equivalent with a relevant ICT Diploma or Degree in Computer Science
- Recognized IT Training in at least one or more of the following: (A+, MCSE, N+ Certification, and MSCA, SharePoint, SQL, Web Development).
- ITIL/COBIT 5 Certification

Minimum experience Required:

- At least 2-3 years of working experience in a busy IT helpdesk environment.
- Adequate knowledge of computer systems, software and procedures related to the job.
- Knowledge/Experience of the National Payment System will be an added advantage
- Knowledge of Industry rules & regulations related to the Namibia Payment Systems will be an added advantage with solid experience in COBIT, ITIL, MCSE, MCSA, etc.

In return for your skills, as an equal opportunity employer offer a generous remuneration package and attractive fringe benefits in keeping with the position and the company's calibre. Follow the link for the NAMCLEAR Employee Value Proposition - <https://www.namclear.com.na/what-we-offer-our-employees/>

Preference will be given to Namibian citizens and designated persons as prescribed by the Namibian Affirmative Action Act. Interested applicants complying with the requirements mentioned above must forward a detailed CV and motivational letter as one PDF document not bigger than 5MB to hr@namclear.com.na or upload your CV on the NIEIS portal - nieis.namibiaatwork.gov.na

Only shortlisted candidates will be contacted.

CLOSING DATE: 24 April 2024