



NIPAM

NAMIBIA INSTITUTE OF PUBLIC ADMINISTRATION AND MANAGEMENT

The Namibia Institute of Public Administration and Management (NIPAM) is a public enterprise established by the Namibia Institute of Public Administration and Management Act, 2010, (Act no.10 of 2010). NIPAM's mission is to transform the Public Sector of Namibia into an efficient, effective and accountable system through training, operational research, capacity evaluation, consultancy and strategic partnerships.

NIPAM is looking for a hard-working, self-motivated, and dynamic individual to fill the following position:

VACANCY | ICT OFFICER

The purpose of the Job:

To provide first line support on the ICT infrastructure systems regarding problems with Audio Visual setup, Video Conferencing setup, LAN/WLAN connectivity, desktop/laptops/terminal support, application and user support including general administrative support to the Information Management Business Centre.

KEY PERFORMANCE AREAS

Support Services/Training:

- Assist in the day-to-day operation and performance of the Service Desk ;
- Trains and Coaches users on using NIPAM Systems, eg email, audio visual, video conferencing etc;
- Attend to tickets logged on Service Desk System;
- Oversee production of audio visual content of NIPAM training activities and events; and
- Updates and Maintains NIPAMs website

Help Desk Services:

- Developing, maintaining and overseeing efficient office systems; including mailings, updating of NIPAM's membership database, data recording, maintaining ICT systems in training facilities etc;
- Dealing with enquiries in respect of information and advice on services;
- Provide effective 1st level IT support to customers;
- Accurately record calls to the Information Technology Helpdesk using paper-based and computerised systems and procedures;
- Responds to user requests for service and support, applying analytical techniques to determine nature and possible causes;
- Ensure that NIPAM has accounts with suppliers and captured in the suppliers data base;
- Follows-up on service promises made to resolve query/problem within agreed times;
- Monitors trends of requests and problems and identifies preventative or contingency plans to fix causes; and
- Maintains service standards in line with divisional customer service values and agreed behaviours (includes management style).

Fault Finding/ Fixing

- Investigate and resolve higher-level faults that occur or escalate these to the appropriate area;
- Record incidents and resolutions using the Service Desk software;
- Plan work schedules for the installation of new or additional PC-related hardware and software and telephone handsets;
- Work with procurement staff for the purchase of hardware and software; and
- Assist with the maintenance of IT equipment, asset management and other record keeping activities.

Network and Communication Support

- Operate, maintain and troubleshoot network systems;
- Operate and maintain audio visual, video conferencing and data communications systems;
- Assist user and client with data communication systems;
- Install computer hardware, network software, operating system software and application software;
- Daily creation of requisitions and purchase orders;

MINIMUM QUALIFICATIONS AND EXPERIENCE

- Degree in Computer Science or Information Technology (NQF7)
- At least 2-3 years working experience in an IT support environment/end user department

Skills and Abilities

Sound Technical Skills, ICT practices and techniques, Software and Troubleshooting, Data Networking technologies, Knowledge of Security and Protection Business Principles MS Office, Interpersonal and Communication Problem Solving Project Management Presentation and Report Writing skills

Enquiries: Mr Tango Amadhila

Telephone (061) 296 4824

Namibian citizen meeting the criteria are encouraged to submit a detailed curriculum vitae and supporting documents, together with a covering letter stating the position applied for should be sent to the e-mail address indicated below. Please note that certified copies of qualifications and identity documents need to be supplied. At least 2 contactable references need to be supplied. Only shortlisted candidates will be contacted and are required to participate in a thorough recruitment process.

Please submit your application by email to:
adeklerk@nipam.na

Closing date: Friday 6 July 2018 at 16h00
www.nipam.na

NIPAM is an equal opportunity employer.