



# VACANCY

NAMPORT is a leading strategic and dynamic institution facilitating trade for national development. We are unique in our trade and operate in a highly competitive global sphere. Opportunities are available for creative and high potential individuals who have the zeal to learn, grow and contribute in a high-performing environment. As a reputable Employer of choice, we offer competitive rewards and prospects in return.

Our vision is to be the best performing seaports in Africa. If you resonate with our vision and have the right attitude; we encourage you to apply for the following **supervisory** position:

**POSITION:** ICT HELPDESK SUPPORT ADMINISTRATOR  
**DEPARTMENT:** ICT  
**LOCATION:** PORT OF WALVIS BAY

## PURPOSE OF THE JOB:

To account for the continuous availability and reliability of ICT helpdesk services at Namport, minimizing downtime, optimizing ICT resources, and enhancing productivity and user satisfaction. The ICT Helpdesk Support Administrator enhances Namport's technological capabilities by fostering a proactive, solutions-oriented environment. This position supervises three (3) ICT Technicians and reports directly to the Manager: ICT Operational Support Services.

## KEY PERFORMANCE AREAS:

- Plan and coordinate ICT helpdesk activities to ensure the availability and reliability of ICT helpdesk services.
- Partake in the creation and implementation of a preventative maintenance schedule, partaking in regular audits for compliance and operational readiness, implementing proactive monitoring to identify potential failures, and ensuring effective disaster recovery and business continuity plans with key systems backed up and restored as necessary.
- Foster a positive and collaborative team culture through effective performance management and leadership.
- Serve as the primary point of contact for all helpdesk-related inquiries and issues, build and maintain relationships with key stakeholders to address ICT support needs.
- Develop and enforce technical support standards to ensure adherence to industry best practices, conduct regular audits for compliance with organizational and security policies.
- Coordinate and supervise ICT support-related projects to ensure timely, within-scope, and within-budget completion for overall success of the ICT function

## QUALIFICATIONS, EXPERIENCE AND SKILLS:

- A Bachelor's Degree [NQF Level 7] in PC Engineering, Information Communication Technology (ICT), Computer Science or equivalent.
- An Honours Degree [NQF Level 8] in Information and Communication Technology (ICT), Computer Science, or Honours Degree [NQF Level 8] in Business Administration with a focus on ICT/IT Management is an added advantage.
- A recognized certification in ITIL Foundation, Project Management, or advanced certifications like Microsoft Certified Solutions Associate (MCSA) is an added advantage.
- A minimum of five (5) years of hands-on experience in an ICT support environment.
- Experience should include IT service management frameworks, such as ITIL, for effectively managing ICT services.
- Demonstrated proficiency in utilizing helpdesk software and ticketing systems, along with overseeing ICT asset management, including inventory tracking, procurement, deployment, and decommissioning of ICT assets. A strong background in providing support for desktops, laptops, printers, and other end-user devices is required.
- Possess strong technical and relationship-building capabilities.
- Demonstrate excellent communication, analytical, and presentation skills.
- Display strong leadership and decision-making skills within a high-performance environment.
- Must be in possession of Code B Drivers Licence.
- Must be a Namibian citizen.

**Women and persons with disabilities are highly encouraged to apply and will be given preference.**

To apply, and for more information on these opportunities, please visit our website at [www.namport.com/careers/](http://www.namport.com/careers/) or apply through the Namibia Integrated Employment Information System (NIEIS) at <https://nieis.namibiaatwork.gov.na/>

**Certified copies of foreign qualifications should be accompanied by proof of evaluation by the Namibia Qualifications Authority.**

**WINDOW OF OPPORTUNITY: 23 MAY 2025**

No hand delivered, emailed, or faxed applications will be considered. Only shortlisted candidates will be contacted.  
Enquiries and applications should be addressed to: **Human Capital Business Partner** | Namibian Ports Authority | P O Box 361 | Walvis Bay.  
Tel: 064: 208 2307 | 2316 | 2255 | 2506

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**AFRICA'S ULTIMATE PORTS EXPERIENCE**



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