

VACANCY

SPECIALIST: ICT SYSTEMS [C4]

CLOSING DATE | WEDNESDAY, 17 SEPTEMBER 2025 AT 17H00

Reporting to the Manager: ICT and Innovations

Primary purpose of the position:

The Specialist: ICT Systems is a technical expert responsible for the configuration, monitoring, maintenance, and reliable operation of CRAN's computer systems, domains, and data storage infrastructure.

This opportunity aims to promote diversity and encourage women and girls to pursue careers in Science, Technology, Engineering and Mathematics (STEM). This opportunity is there for, exclusively open to women and girls, and male candidates are not eligible to apply.

Key Performance Areas will include:

1. ICT Systems Design, Transitioning, and Operations for CRAN, NAM-CSIRT, Electronic Signatures, and UAS

- Applies industry best practices and standards to design CRAN's computing systems and storage infrastructure;
- Implements and administers CRAN's computing systems and storage infrastructure;
- Configures, and installs systems including directory services, DNS, DHCP, File services, email, telephony, and related cloud infrastructure;
- Monitors system logs for anomalies, analyses logs, and promptly respond to anomalies;
- Provides additional ICT infrastructure and systems support to the NAM-CSIRT and the national Public Key Infrastructure services;
- Participates in the development and implementation of disaster recovery infrastructure and business continuity plans;
- Implements and maintains strategies for backup, security, and redundancy;
- Provides technical expertise to resolve systems and platforms issues and incidents;
- Manages software and hardware licensing;
- Drives technical architecture and infrastructure planning for CRAN's ICT systems, hardware and software;
- Conducts research and develop terms of reference for the procurement of required ICT systems and platforms components;
- Ensures the implementation of procured components;
- Participates in the development and implementation of disaster recovery infrastructure and business continuity plans; and
- Responsible for setting up/maintaining and operationalising the disaster recovery plan and infrastructure updates and tests software routinely for bugs, redundancies, and security issues.

2. ICT Systems Support and Administration for CRAN, NAM-CSIRT, Electronic Signatures, and UAS

- Produces technical documentation for processes and configurations;
- Implements and maintains a ticket logging system to accurately record and resolve requests;
- Handles escalated service request and incidents regarding ICT systems and platforms;
- Liaises and collaborates with third-party support and ICT systems and platforms vendors; and
- Performs duties within agreed service levels and in accordance with supervisor guidelines.

Education, Experience and Skill Requirements

- Bachelor's degree in Computer Science, Informatics, Information Systems, Information Technology or similar;
- Three (3) to Four (4) years' experience or more within the ICT industry;
- Valid Code BE Driver's Licence;
- Professional certifications (e.g., Microsoft or equivalent) is an added advantage;
- Knowledge of best practices in computer systems and domain administration;
- Analytical and attention to detail;
- Proficiency in IT processing and Database systems;
- Shortlisted candidates will be required to submit proof of Namibian Police clearance; and
- Female Candidates Only.

To receive consideration:

Applicants meeting the criteria should register their applications including motivation letter, CV, and relevant qualifications 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.

Only short-listed candidates will be contacted. CRAN reserves the right to withdraw this advert should circumstances change.

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