

VACANCY: **GRADUATE: ICT HELPDESK ADMINISTRATOR**
DUTY STATION: **OTJIWARONGO**
DURATION: **ONE (1) YEAR CONTRACT**

PURPOSE:

The main point of contact between users and the ICT section for all ICT related supports, queries, and assigning of call request to the ICT staffs. The incumbent will report directly to the Senior Systems Administrator.

KEY RESPONSIBILITIES:

- Answer users' queries via email or phone calls including redirecting queries and calls to the respective ICT staffs.
- Diagnose and resolve basic user issues including guidance to helpful resources (first level support).
- User accounts administration in Active Directory, Office 365, SAP, and other software applications.
- Log and assign user's support requests tickets to respective ICT staffs.
- Follow up on unresolved or unattended logged tickets to ensure all calls are resolved timeously.
- Record of events and service failures and assigned to respective ICT staffs.
- Coordinate ICT staffs' workload by assigning call requests to ICT staffs fairly.
- Daily, weekly and monthly activity reports on Help Desk ticketing system.
- Place and track orders for all ICT related procurement in line with CENORED procurement policy.
- Receive and verify all ICT goods ordered.
- Keep and maintain all ICT documents (Change request control, user access control, manuals, software licenses, contract copies, etc).
- Identify and escalate situations requiring urgent attention.
- Maintain hardware and software inventory register.
- Ensure customer satisfaction through follow up as needed to ensure any problems are resolved.

MINIMUM REQUIREMENTS:

- Bachelor's Degree in IT, computer science, or related field of study.
- Beginner/Trainee with willingness to learn and must have graduated **within the past 2 years**.
- Overall academic performance of an average of 60% and above (attach full academic record).

APPLICATION INSTRUCTIONS:

Interested and qualified candidates should submit:

- A detailed CV
- Cover letter/motivation
- Certified copies of qualifications, testimonials and academic transcripts.
- Latest certified copy of an ID.

Company Registration no: 2003/0153

Directors: K. P. Iyambo (Chairperson), A. Howoseb (Deputy Chairperson), F. Mbango (Chief Executive Officer)
A. Barlow, V. Gabriel, T. Lungameni, W Haulofu, F. K. Kamati, A. Tjitombo, G. U Hoko
B-O Mapoha (Legal Compliance Officer/Company Secretary)

Shareholders: Tsumeb Municipality, Grootfontein Municipality, Otjiwarongo Municipality, Outjo Municipality, Khorixas Town Council, Okakarara Town Council, Otavi Town Council, Kamanjab Village Council, Otjozondjupa Regional Council, Kunene Regional Council, Oshikoto Regional Council, NamPower, Okahandja Municipality



CENORED is an equal opportunity employer and previously disadvantaged people are encouraged to apply.

Interested and qualified applicants are required to submit their applications to:

Human Capital Section

P. O. Box 560

Otjiwarongo

Or Email: hr@cenored.com.na Or Hand Deliver their applications accordingly

Closing Date: Friday, 17th October 2025 @ 16h30