



ONGAVA

GAME RESERVE

CAREER OPPORTUNITY

Job Title: Hospitality IT & Desktop Support Technician **Department: IT**

We're looking for a hands-on, tech-savvy problem solver who enjoys helping people and keeping systems running smoothly. Based within Ongava's four hospitality lodges, this role focuses on on-site IT and desktop support for our tourism operations, ensuring that both guests and staff stay connected in one of Namibia's most unique natural settings.

The position reports to the Group IT Manager, with technical guidance and support from the broader IT team including IT Field Support Officers, Network and Systems Administrators.

Location: Ongava Game Reserve
Reports To: Group IT Manager
Employment Type: Full-time

The responsibilities of this position include but are not limited to, the following:

Duties and Responsibilities:

- Be the first line of support for all IT-related issues at the lodges and hospitality staff areas.
- Troubleshoot and resolve hardware, software, network, and connectivity problems, from PCs and printers to smart TVs and Wi-Fi access points.
- Provide friendly, proactive assistance to lodge teams and guests experiencing IT issues.
- Manage and document support requests, escalating complex cases to the Field IT Officers or the broader IT team when needed.
- Maintain and monitor local Wi-Fi networks for both staff and guest access.
- Perform regular checks on networking equipment, cabling, and power systems.
- Ensure all workstations, VoIP phones, tablets, and other connected devices remain operational and secure.
- Assist with updates and system patches, especially in Windows environments and specialized software such as CiMSO Innkeeper.
- Help maintain cybersecurity best practices at lodge level, including antivirus, VLAN segregation, and password hygiene.
- Assist in verifying backups of key systems in coordination with external service providers.
- Travel between lodges several times per week for routine maintenance and on-site checks.
- Work both indoors and outdoors, including getting under desks or into small spaces to resolve cabling or power issues.
- Occasionally provide after-hours support in case of guest or critical system incidents.

Requirements:

- Certificate or Diploma in IT, Networking, or related field.
- 1-3 years of experience in desktop or technical support (internship or entry-level experience welcome).
- Solid understanding of Windows environments and basic networking.
- Familiarity with hospitality software or Wi-Fi systems is an advantage.
- Excellent troubleshooting, communication, and customer service skills.
- Physically active and comfortable working in a lodge environment, indoors, outdoors, and occasionally in the field.

How to Apply:

Interested candidates who meet the above application criteria are requested to apply for this vacancy by sending an updated CV, motivational letter, qualifications to apply@ongava.com

Closing date: 1 December 2025 (only shortlisted candidates shall be contacted)
For any enquiries, please contact +264 (0) 83 370 9775

Ongava Game Reserve (Pty) Ltd is an Equal Opportunity Employer.