



ONGAVA

GAME RESERVE

CAREER OPPORTUNITY

Job Title: IT Admin & Desktop Support Technician **Location: Ongava Town Office (Windhoek)**

We're looking for a tech-savvy, organised, people-centric IT professional to become the heartbeat of IT support at our Windhoek Office. This role combines hands-on desktop support with IT administration and coordination, perfect for someone who loves helping people, solving problems, and building a strong foundation for a future career as a Systems Administrator.

You'll support ±35 staff (admin, finance, reservations, sales, marketing), keep the office running smoothly, coordinate IT procurement and service providers, and be the friendly face of IT that the town office can rely on every day.

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:

- Provide daily hands-on support to Windhoek office staff (Windows, Mac, Outlook, Teams, printers, connectivity, etc.).
- Troubleshoot software issues including Microsoft 365, email, shared drives, Outlook calendar problems, and CiMSO (basic).
- Provide remote support to admin teams in other locations when needed.
- Assist with onboarding and offboarding: prepare devices, accounts, access rights, and user orientation.
- Keep an eye on office connectivity (fiber, routers, Wi-Fi, switches).
- Coordinate escalations to Paratus / Omnitel / MTC / Microsoft when needed.
- Perform basic network checks, patching, and troubleshooting under guidance of IT team.
- Handle all procurement and inventory admin for IT assets (computers, phones, accessories, SIM cards, contracts, consumables).
- Manage printers and toner / ink ordering.
- Keep asset registers updated and ensure equipment lifecycle tracking.
- Maintain documentation, serial numbers, warranty information, and vendor correspondence.
- Arranges technician visits, repairs, or returns when required.
- Support cybersecurity basics: patching, antivirus, password resets, MFA assistance, device compliance.
- Prepare devices with baseline configuration before being deployed to users.
- Assist with scheduled updates, backups verification (with guidance from IT team), and system checks.
- Work closely with the Field IT Officers and the broader IT team to escalate advanced technical issues.
- Participate in IT improvement projects and systems rollout initiatives.
- Provide feedback to help streamline admin and IT processes.

Requirements:

- Certificate/Diploma in Information Technology, Computer Science, Networking, or related field.
- 1–3 years' experience in IT support, helpdesk, or IT administration.
- Strong understanding of Windows systems, Microsoft 365, and basic networking.
- Excellent organisation skills, able to handle admin + tech tasks simultaneously.
- Strong communication and people skills; patient, friendly, and professional.
- Ability to coordinate vendors and manage procurement workflows.

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.