



VACANCY

ICT TECHNICIAN
(Windhoek, Namibia)

ABOUT THE NCRST:

The National Commission on Research, Science and Technology (NCRST) is a State-Owned Enterprise established in terms of section 4 of the Research, Science and Technology Act, 2004 (Act no. 23 of 2004) with a primary role of promotion, coordination and development of Research, Science, Technology and Innovation in Namibia.

The NCRST hereby invites applications from suitably qualified individuals to apply for the following position:

POSITION: ICT TECHNICIAN, GRADE: C2

JOB PURPOSE:

The primary purpose of this position is to identify and implement technical ICT solutions to all user requirements and to provide support on a wide variety of software, hardware and network user requests. To take responsibility for the technical management of all IT structures within the company to optimize functioning and keep up with new developments.

Key performance areas:

1. Network infrastructure, installation & configuration
 - Prepares the server hardware for installation.
 - Installs the operating system on server, as well as any other necessary software associated with the server.
 - Configures the server for intended usage.
 - Connects the server to network at specified site.
 - Configures and installs switches and hubs (to segment and interconnect network) using appropriate communication software. Compiles and maintains all associated documentation and inform relevant IT personnel of all changes
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2. Backup and recovery procedure

- In co-operation with the Manager installs and configures backup software.
- Tests backup procedures daily and ensures the correctness by restoring backup data and comparing it with the original data.
- Recovers data for clients as requested.
- Provides sufficient and reliable backup media.
- Performs ad hoc backup requests (e.g. backup of database before salary runs).
- Provides input into the compilation and maintenance of all associated documentation, informs users of changes and implements control measures and updates them.

3. Internet & Intranet Connectivity

- Installs, configures, monitors and administers Internet, e-mail and Intranet software and servers in co-operation with the immediate superior (Firewall, Proxy server, mail server and intruder detection).
- Initiates and co-ordinates connectivity to the Internet with the company's Internet service provider (ISP).
- Takes relevant steps to ensure that all systems and connections are operational at all times for user's access to the Internet and Intranet.
- Performs troubleshooting on Internet / e-mail / connectivity and proposes and implements solutions.
- Provides input into the compilation and maintenance of all associated documentation and informs relevant users of changes.
- Supports organisation in their strategic and operational decisions and develops reports.
- Explains ICT Policies and Procedures to colleagues where needed.

4. Client support

- Prioritises, diagnoses and solves technical IT problems channelled through from the Help-desk PC.
- Communicates with, and advises clients on the accurate use of computer equipment.
- Proposes alternative solutions to the Manager for recurring problems such as the installation of a larger printer/computer where workload warrants this).
- Liaises with suppliers for the solving of uncommon hardware and software problems and co-ordinates the repair thereof

5. Computer equipment, data & software

- Ensures that cabling used for the network infrastructure is installed by the relevant outside service provider.
- Troubleshoots and corrects cabling problems.
- Assembles/configures computer equipment according to prescribed standards.

- Installs and configures any application software required by the client according to standards.
- Connects and tests computer equipment at client site.
- Costs hardware replacement and software development needs and submits to Manager for budgetary purposes

Minimum educational qualifications and experience:

- Relevant Bachelor's Degree
- 3-5 years experience with servers, work stations, networking operating systems, antivirus solutions, backup solutions

Skills and attributes required:

- Workstations
- Networks
- Operating systems
- Interpersonal
- Customer Service
- Analytical

Conditions of employment:

This is a permanent contract

NCRST is an equal-opportunity employer.

Applications:

All applications must be accompanied by a comprehensive Curriculum Vitae, with certified ID and supporting documents. Applications can be submitted as follows:
via: <https://nieis.namibiaatwork.gov.na/>

Please note that only shortlisted candidates will be contacted.

Applications and inquiries may be directed to:

The Human Resources & Organisational Development
Office Tel: +264 (61) 431 7099

CLOSING DATE OF APPLICATIONS:

02 October 2025

Previously disadvantaged candidates are strongly encouraged to apply.