



*Swakop Uranium, a Namibian world class uranium mining company, invites people who are self-motivated, energetic and wish to work in a High Performance Culture environment, to apply for the following role.*

## **Technician: Client Services**

**Location: Husab Mine**

**Reports to the Superintendent Infrastructure**

### **MAIN PURPOSE OF JOB**

***Execute and provide effective and efficient client services and desktop support encompassing hardware, software and network diagnostics and troubleshooting in order to ensure reliable Information Technology infrastructure and support.***

### **Key Performance Areas:**

- Assist personnel with installation, configuration and ongoing usability of system hardware and software
- Offer daily operations and systems support to personnel
- Verify functionality of hardware and software components
- Troubleshoot hardware and software issues in person, remotely and via phone
- Assist employees with computer problems and answer their questions
- Conduct daily network backup operations
- Performs routine back-ups and protects software and information as per policy and procedure for end-user devices.
- Coordinates and performs troubleshooting, systems backups, archiving and disaster recovery.
- Design and develop training programs, provide references and support to prepare and guide IT staff and end users.
- Implements and maintains internal control procedures relating to IT asset management.
- Maintain an inventory of parts for emergency repairs.
- Develop and maintain effective working relationships with internal and external stakeholders.
- Adhere to all laid down SHERQ standards, practices, policies, procedures, rules and regulations.

### **Requirements and experience:**

- Grade 12 with A+, N+, and/or MCP certification or qualifications.
- National Diploma in Information Technology will be an added advantage.
- 6-24 Months experience as a Technical Support Trainee/Technician Support Trainee/Technician.
- Experience in installing and performing minor repairs to hardware, software or peripheral equipment, following design or installation specifications.
- Experience in setting up equipment for users, proper installation of cables, operating systems or appropriate services skills.
- Good planning and organizing skills.
- Code B/BE Driving license.

*Through its commitment to its people, the company offers a competitive remuneration package and the opportunity to work alongside some of the most experienced and dedicated people in the industry.*

Send your cv's and other relevant documents to [recruitment@cgnpc.com.cn](mailto:recruitment@cgnpc.com.cn) by **27 April 2018**.

*Previously disadvantaged Namibians are encouraged to apply.*

***Clearly indicate the position you are applying for as well as your name and surname in the subject line of your application email.***

***Applications received that do not meet the criteria will not be considered.***

***Only shortlisted candidates will be contacted within two weeks of the closing date of this advertisement and no documents will be returned.***