

FULL JOB DESCRIPTION

IT ADMINISTRATOR

Nature of Role:	Part Time (3h / day)
Reporting to:	The Manager: Corporate Services
Duty Station:	Windhoek
Salary:	N\$144,000.00 per annum

In order for the National Art Gallery of Namibia (NAGN) to support its mandate and sectoral developments, we seek a dynamic and energetic individual to take on the role of IT Administrator.

PRIMARY PURPOSE OF THE JOB:

The primary purpose of an **IT Administrator** in the workplace is to ensure the smooth, secure, and efficient operation of the organisation's information technology systems. This includes managing and maintaining computer networks, servers, and software; providing technical support to users; safeguarding data through security protocols and backups; and ensuring systems are updated, reliable, and aligned with business needs. Ultimately, the IT Administrator enables seamless digital operations that support productivity, communication, and organisational growth.

KEY PERFORMANCE AREAS:

- Facilitate information exchange with all stakeholders and engage in relationship-building activities
- Install, configure, test, and maintain hardware (servers, desktops/laptops, peripherals) and software applications.
- Monitor system performance, network integrity, uptime, and proactively address issues before they impact operations.
- Manage user accounts, permissions, and access control; onboard and offboard users.
- Implement, manage and monitor security measures such as firewalls, intrusion detection/prevention, data backup and recovery, and patch management.
- Maintain IT documentation including system configurations, network diagrams, asset inventory, procedures, and help-desk logs.
- Provide end-user support and troubleshoot hardware, software, network, and connectivity issues. Collaborate with vendors and manage contracts, procure IT equipment, and support IT budgeting.
- Assist in or lead IT projects (e.g., system upgrades, migrations, new rollouts) to align technology with organizational needs.
- Stay current with emerging technologies, industry best practices and recommend improvements.
- Maintain the NAGN Website

CORE COMPETENCIES

The core competencies of an IT Administrator typically include the following:

- **Technical Proficiency**
Strong understanding of operating systems (Windows, macOS, Linux), networking (LAN/WAN, firewalls, VPNs), and hardware/software management.
- **Network and Systems Management**
Ability to configure, monitor, and maintain servers, routers, switches, and other IT infrastructure components.
- **Cybersecurity Awareness**
Knowledge of data protection, access control, firewalls, antivirus systems, and incident response to ensure system integrity and security.
- **Troubleshooting and Problem-Solving**
Skill in diagnosing and resolving technical issues quickly and effectively to minimize downtime.
- **System Upgrades and Maintenance**
Managing software updates, system patches, and equipment lifecycles to maintain operational efficiency.
- **Database and Backup Management**
Ensuring reliable data storage, backup, and recovery procedures to prevent data loss.
- **User Support and Training**
Providing technical assistance, guidance, and training to staff to optimize their use of technology tools.
- **Project Management**

Planning and implementing IT projects such as system migrations, new installations, or network expansions.

- **Analytical Thinking**

Assessing system performance and anticipating future IT needs to support organizational growth.

- **Communication and Collaboration**

Clearly explaining technical concepts to non-technical users and working effectively with teams across departments.

QUALIFICATIONS AND REQUIREMENTS

- A+, N+ CompTIA or equivalent IT certification
- Degree in Computer Science, Systems Administration or any other relevant degree
- Basic knowledge of Microsoft Windows OS, hardware, and peripherals
- Understanding of networking (cabling, Wi-Fi)
- Familiarity with Microsoft Office 365

Prospective candidates who meet the requirements should submit their application, accompanied by certified copies of qualifications, certificate of conduct, and supporting documents to shr@nagn.org.na. No hand delivered applications will be accepted. For enquiries, please contact the Senior Human Resources Officer on 061231160.

NB: Persons from previously disadvantaged groups who meet the requirements are encouraged to apply. Only shortlisted candidates will be contacted.

CLOSING DATE – FRIDAY, 19 DECEMBER 2025 AT 10H00