



IT Support Engineer

Minet Namibia Insurance Brokers (Pty) Ltd – Windhoek Branch

General description of Position

Be responsible and accountable for the smooth running of Minet Namibia's computer systems within the limits of requirements, specifications, costs and timelines. To supervise the implementation and maintenance of the company's computing needs.

Key Responsibilities:

- Provide second line technical support for hardware, software, network, and system-related issues.
- Troubleshoot and resolve escalated incidents and service requests from end-users or the first line support team.
- Own and manage escalated incidents until resolved, ensuring adherence to service level agreements and resolution targets.
- Document troubleshooting steps, solutions, and best practices for common and complex issues, improving first line support capabilities.
- Share expertise and provide training to first line support technicians.
- Communicate effectively with end-users, customers, and other IT teams to provide status updates, resolutions, and follow-up actions.
- Manage expectations regarding incident resolution timescales and provide regular progress updates.
- Maintain up-to-date knowledge of IT systems, technologies, and industry trends.
- Must be willing to skill up and qualify with the required Microsoft Certifications.

Educational Qualifications:

- Must have completed Grade 11 (New Curriculum) with minimum 55% or Grade 12 (NSSC-O) with minimum 25 points
- Microsoft Endpoint Administrator Associate.
- Microsoft Administrator Expert.
- Microsoft Azure Security Engineer Associate.
- Identity and Access Administrator Associate.

Experience Requirements:

- Minimum 3 years of technical support experience
- Proven working experience as a Support Engineer
- Experience and knowledge of the following technologies will be an advantage.
 - Firewalls
 - Linux
 - Microsoft SQL Server
 - Networking, e.g. VLAN, VPN
 - VMWare ESXi

Skills/Competencies Requirements:

- Strong understanding of IT infrastructure, including hardware, software, and networking.
- Able to troubleshoot complex technical issues across various IT environments.
- Strong knowledge of Microsoft 365 administration.
- Must be able to work on Mac or Windows.
- Must possess people and process skills.
- Excellent communication skills.
- Strong problem-solving abilities.
- Must be a detail-oriented individual.
- Must possess a customer service-oriented mindset.
- Must be able to work in a team and be a team player

Special Requirements:

- ITC Report
- Police Clearance Certificate
- Driving license and own transport

This is not a comprehensive job specification and may be changed at any given time.

This position will comply with Minet Namibia Insurance Brokers (Pty) Ltd's Affirmative Action Policy.

CLOSING DATE: 23 AUGUST 2024

Kindly submit your cv via e-mail to recruitment@minet.co.na

- * Please take note that only shortlisted candidates will be contacted
- * Candidates not meeting the minimum requirements will not be considered