



Secure Tomorrow

Minet

AON | Global Network Correspondent

HIRING

JOIN OUR TEAM

INFORMATION TECHNOLOGY ADMINISTRATOR

Risk. Reinsurance. People.

JOB DESCRIPTION:

Managing and maintaining the company's IT infrastructure, ensuring its security, reliability and efficiency. Work closely with other departments to understand their technology needs and help in deploying solutions that improve operational performance. *The position is based in Maseru, Lesotho, and reports to the Chief Operating Officer.*

GENERAL FOCUS AREAS

- 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, ensuring adherence to service level agreements and resolution targets.
- Document troubleshooting steps, solutions, and best practices to enhance first-line support capabilities.
- Share expertise and provide training to first-line support technicians.
- Communicate effectively with end-users, customers, and IT teams, providing status updates and follow-up actions.
- Manage expectations and provide regular progress updates on incident resolution timescales.
- Maintain up-to-date knowledge of IT systems, technologies, and industry trends, with a commitment to acquiring Microsoft Certifications as needed.
- Develop and implement IT policies and procedures, including those for security, disaster recovery, purchasing, and service provision.
- Negotiate and administer vendor, outsource, and consultant contracts and service agreements.
- Provide technical assistance and support for resolving system communications failures and conflicts.
- Ensure systems compliance with security policies and procedures.

OUR VALUES

01 | | Honesty 02 | | Expertise 03 | | Agility 04 | | Respect 05 | | Teamwork

REQUIRED SKILLS

- Strong understanding of IT infrastructure, including hardware, software, and networking.
- Expertise in Microsoft Administration and Microsoft 365.
- Ability to troubleshoot complex technical issues across diverse IT environments.
- Proficiency in both Mac and Windows operating systems.
- Excellent communication, people, and process skills.
- Strong problem-solving abilities and attention to detail.
- Customer service-oriented mindset.

JOB QUALIFICATIONS

- **Academic:** Bachelor's Degree in Information Systems or any related degree.
- **Added Advantage:** Microsoft Endpoint Administrator Associate, Microsoft Azure Security Engineer Associate, Identity and Access Administrator Associate.
- **Experience:** 3 years of technical support experience.

CONTACT:

- Interested applicants should submit their Cover letter, CV, Certified Copies of Educational Certificates and Transcripts, ID and Driver's License to careers@minet.co.ls on or before COB Wednesday 28th August 2024. (NB only shortlisted candidates will be contacted).

OUR VALUES

01 |  | Honesty 02 |  | Expertise 03 |  | Agility 04 |  | Respect 05 |  | Teamwork