



Career Opportunities at Bank Bic Namibia

Suitably qualified and highly motivated candidates are invited to apply for the following position.

JUNIOR IT TECHNICIAN

*Bank Bic is looking for a **Junior IT Technician** reporting directly to the IT Manager:*

Job Purpose

Provide first level support to internal and external users on Bank BIC systems, Services and Applications.

Key Responsibilities

- *Answer technical and logistical questions pertaining to ITD services and catalogues*
- *Maintain records of technical support requests and specific needs for various customers*
- *Responsible for performing onsite hardware, software and peripheral updates and repairs*
- *Responsible for resolving troubleshooting and repairs of computer systems and equipment*
- *Communicate with end users to assist with diagnosing and repairing system issues remotely*
- *Respond timeously to user requests*
- *Resolve assigned trouble tickets timeously and satisfactorily*
- *Interact with partners and vendors to resolve user issues*
- *Participate in root-cause analyses*
- *Ensure functionality and increased end user satisfaction*
- *Assist with compiling ITD reporting and statistics*

Core Behavioural Competencies:

- *Excellent customer focus*
- *Attention to detail*
- *Excellent communications skills*
- *Professional and friendly*
- *Excellent Problem Solver*
- *Self-discipline*
- *Passion for technology*
- *Team Player*
- *Positive attitude and willing to learn*

Education & Experience Requirements:

- *Grade 12 with minimum of 25 points*
- *At least 2 years working experience in a similar position*
- *Must have A+ and N+ certifications*
- *Good communication skills in English*
- *Must be willing to work after hours as well as over weekends*
- *Available on short notice*
- *Namibian citizen*

Applications accompanied by a detailed CV (which must include a career outline to date) should be forward via email: hresources@bankbic.na

Closing date: 22 September 2023