

The Road Fund Administration (RFA) is a young and dynamic statutory organization under the auspices of the Minister of Finance, established to professionally manage the Namibian road user charging system (RUC) with a view to securing the funding required to achieve a safe and efficient road sector in Namibia. In its quest to fulfil its fiduciary responsibility towards the road network, the Road Fund Administration herewith invites applications from suitably qualified, experienced and professional persons for the following positions within its ICT Division.

## Business Systems Analyst (C3)

### Primary purpose of the position:

The job incumbent will be responsible for designing, developing and implementing organizational information solutions by analyzing requirements to optimize the RFA ICT environment in response to operational organizational needs, designing computer programs, recommending system controls and protocols.

### Key result areas:

- Assisting with the implementation of ICT strategy, policies and procedures.
- Maintaining and improving all relevant and appropriate systems.
- Designing new computer programs by analyzing requirements, constructing workflow charts and diagrams, studying system capabilities and writing specifications.
- Defining project requirements by identifying project milestones, phases, and elements; forming project team and establishing project budgets
- Monitoring project progress by tracking activity, resolving problems, publishing progress reports, recommending actions.
- Maintaining system protocols by writing and updating procedures
- Providing references for users by writing and maintaining user documentation, providing help desk support and training users.
- Maintaining user confidence and protecting operations by keeping information confidential.
- Preparing technical reports by collecting, analyzing, and summarizing information and trends.
- Maintaining professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, benchmarking state-of-the-art practices, participating in professional societies
- Supporting, maintaining, developing and improving RFA ERP system application.
- Performing a range of activities within the company associated with application analysis, programming and design functions.

- Developing efficiency in creation and maintenance of various database resources as well as managing various activities associated with database management.
- Maintaining and modifying operating interrelationships between operating systems and business system applications.
- Developing or acquiring test data, testing and debugging to produce required results and revising the application programs.
- Assist in ICT divisional tasks as determined by the Head of ICT.

### Minimum requirements, knowledge and skills:

- Bachelor's degree in Computer Science, and/or Programming, or relevant ICT related field from college / technician (four-years) or university (three-years) and one to two years related experience and/or training; or equivalent combination of education and experience.
- Strong knowledge of Enterprise Wide Infrastructure Management
- Strong knowledge of various Programming Languages
- Business Administration and Strategic Planning
- Operating principles and fundamental concepts of data communication.
- Ability to collect, analyze, identify root causes, synthesize solutions and disseminate information
- Reporting (written and oral) skills.

### Computer skills:

To perform this job successfully the following computer proficiency is (are) required: Full Microsoft Suite, e.g. Internet Explorer; Microsoft Access; Microsoft Excel; Microsoft Outlook; Microsoft PowerPoint; Microsoft Publisher; Microsoft Visio; Microsoft Word; Programming languages and protocols.

### Enquiries may be directed to:

Corporate Services Division at 061-378 965

### Closing date for applications:

4 April 2011 at 12h00

## ICT Help Desk Technician (C2)

### Primary purpose of the position:

The job incumbent will provide technical software, hardware and network problem solutions to all RFA computer users by diagnosing problems in a call centre environment and clearly communicate solutions in a user-friendly and professional manner. He / she will conduct hardware and software inventory database maintenance and reporting and also perform related work as required. The Help Desk Technician fields all Help Desk calls from the RFA user base, resolves all end-user problems over the phone and passes all advanced requests to a relevant Network technician.

### Key result areas:

- Identifies, diagnoses, and resolves technical problems for users of the mainframe, personal computer software and hardware, RFA network, the Internet and new computer technology in a call centre environment;
- Delivers, tags, sets up, and assists in the configuration of end-user PC desktop hardware, software and peripherals.
- Diagnoses and resolves end-user network or local printer problems, PC hardware problems and mainframe, e-mail, Internet, dial-in and local-area network access problems.
- Coordinates timely repair of PC equipment covered by third-party vendor maintenance agreements.
- Helps install local area network cabling systems and equipment such as network interface cards, hubs and switches.
- Assists direct supervisor in creating materials for end-user frequently asked questions (FAQs).
- Interacts with internal and external (border post) clients on all levels to help resolve ICT related issues and provide timeous feedback.
- Installs and manages servers including configuration of software and hardware installations for internal users.
- Install, configure and support RFA software at border posts.
- Provide support in terms of managing faults and

reporting systems to external service providers.

- ICT equipment inventory management of software licenses, software, hardware and other ICT supplies.
- Assist in implementation of logical and physical security aspects as per RFA ICT policies.
- Maintain reliability, integrity and availability of data files to internal users.
- Perform system backups and archiving.
- Assist with Disaster Recovery Processes / Protocols.

### Minimum requirements, knowledge and skills:

- National Diploma (three year) and/or Degree in Computer Science, and/or Programming, or relevant ICT related field from college / technician (four-years) or university (three-years) and one year providing end-user phone support for current PC desktop and application software OR one year installing, upgrading, troubleshooting and repairing personal computers in a network environment.
- Strong knowledge of Enterprise Wide Infrastructure Management
- Strong knowledge of Multiple Systems and Platforms
- Knowledge of relevant call-log tracking / help-desk applications
- Customer Service
- Network, Internet, Email access, Intranet, Extranet and Client / server architectures.

### Computer skills:

To perform this job successfully the following computer proficiency is (are) required: Full Microsoft Suite, e.g. Internet Explorer; Microsoft Access; Microsoft Excel; Microsoft Outlook; Microsoft PowerPoint; Microsoft Publisher; Microsoft Visio; Microsoft Word; Programming languages and protocols.

### Enquiries may be directed to:

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All applications should be addressed to the Chief Executive Officer of the Road Fund Administration by the date and time shown above, and should be accompanied by a detailed Curriculum Vitae, employment references and particulars of the applicant's current / previous employment. Please take note, only short listed candidates will be notified! Faxed or e-mailed applications will not be considered!