



## NATIONAL ICT COORDINATOR – National Office

### JOB DESCRIPTION

#### POSITION SUMMARY

The ICT Coordinator is responsible of the effective operation of the information and communication technology infrastructure and services across SOS Children's Villages Namibia. In cooperation with the Regional ICT Director / Advisor, the ICT Coordinator implements SOS Children's Villages International, global and regional ICT goals, policies and standards in the Member Association (MA). The ICT Coordinator is responsible for designing and maintaining the connectivity, infrastructure and ICT services architecture that support and facilitate the business needs in the National Office and the SOS programme locations.

S/He ensures reliable ICT services in terms of networks and systems availability, information security and business continuity and manages associated risks. As member of the National Management Team, the ICT Coordinator contributes to the development of SOS Children's Villages Namibia strategies and operations. S/He works closely with the management and the various national functions in providing technical and strategic advice on how to achieve operational efficiency, better support the programme implementation and bringing new innovations to the work of SOS Children's Villages Namibia.

#### PRIORITY TASK AND RESPONSIBILITIES

- Design, implement and manage the National Office and programme locations' ICT infrastructure including, LANs, WANs, Wi-Fi Networks and computers/laptops across the MA.
- Ensure the strict implementation and roll-out of the approved global/regional ICT minimum standards for hardware and software across the National Office and programme locations.
- Plan, design and execute the internet bandwidth requirements in accordance to the global and regional guidelines, number of users and business applications running.
- Implement the global and regional IT Security guidelines to ensure the systems, cloud services and users data are protected from threats.
- Implement the global and regional disaster recovery and business continuity measures to ensure smooth operations of SOS and reduce downtime.
- Execute technical measures of content filtering, to ensure the proper use of the business internet connection and the protection of the MA's operations from internet and cyber threats
- Ensure all systems, software and hardware operated in SOS Children's Villages Namibia are officially licensed and has the latest security patches, updates and firmware.
- Provide onsite and remote support for the user's daily technical issues and provide timely and effective solutions.



- Maintain an up-to date ICT documentation of all ICT services in place, infrastructure, ICT devices inventory, hardware, network, licenses, access credentials and any ICT related service or contracts.

## KEY COMPETENCIES AND SKILLS

### QUALIFICATION REQUIREMENTS

- Bachelor's Degree (NQF 7) in ICT fields Bachelor's Degree (NQF Level 7) in ICT fields such as: Computer Science, Information Technology, Information Systems and Networking Engineering with 3 years technical experience

OR

Diploma (NQF Level 6) in ICT + At least 5 years technical ICT experience,

- Professional Certifications advantageous (MS, CCNA, A+, N+)

### COMPETENCIES – KNOWLEDGE, SKILLS, ABILITIES

- Industry standard IT Certifications ITILv3
- Proven experience to create strategic ICT plan and monitoring ICT budget expenditures
- Solid experience in ICT hardware and software acquisition and management
- Knowledge in project management
- Professional communications skills
- Experience in business requirement analysis and change management activities
- Experience in doing internal ICT audits
- Ability to develop various ICT policies
- Project Management certification (Prince2, PMP or equivalent) is a plus
- Advanced knowledge in Microsoft windows server and client operating systems
- Advanced knowledge in software defined (SD) networking such as Cisco Meraki and Ubiquity devices.
- Advanced knowledge in Azure identity management and Microsoft Active Directory
- Hands on experience on Microsoft Office 365 services
- Proven experience to design and manage IT projects Knowledge in conducting digital literacy and assessing its result Knowledge in ICT4D design and implementation Fluency in English is essential.
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Interested and qualified Applicant can email their cover letter and supporting documents to [recruitment.hr@sos-namibia.org](mailto:recruitment.hr@sos-namibia.org).

### Deadline: 06 May 2026

SOS Children's Villages has zero tolerance either for sexual exploitation, harassment, and abuse nor for fraud and corruption, amongst other safeguarding aspects. We also provide equal employment opportunities to all employees & qualified applicants without regard to race, colour, religion, gender, national origin, age, disability, marital status, or class. SOS Children's Villages complies with all applicable laws governing non-discrimination in employment."

This position involves working with an INGO committed to children and human rights and is subject to strict safer recruitment checks. The successful candidate will be required to complete safer recruitment checks including police and reference checks to help verify their suitability to work for SOS CV. In



In addition to candidates' ability to perform the duties of the post, the selection process will also delve into the candidate's motivation and approach towards safeguarding.