Overview

The Botswana Trade Commission (BOTC) is a Parastatal under the Ministry of Trade and Industry Botswana (MITI) established in 2013 through an act of Parliament pursuant to Article 14 of the SACU Agreement of 2002.

The mandate of BOTC is to provide for an efficient and effective system for the administration and facilitation of international trade, to regulate the import and export of goods, to provide for the implementation of the SACU Agreement and to provide for matters incidental thereto. This is done with an aim to promote fair trade and industry competitiveness.

INFORMATION AND COMMUNICATION TECHNOLOGY SPECIALIST

Oversees the delivery of IT Services to BOTC users and broader users of BOTC based IT Systems. The role provides an interface between IT, service providers and the IT users, ensuring continuous provision of quality service by efficiently and effectively managing implementation of all IT related projects and activities geared towards supporting the organisation in achieving its objectives.

POSITION REQUIREMENTS:
Education: Degree in Computer Science or equivalent IT qualification

Experience: Minimum seven (7) years' experience in the IT field, two of which should have been at supervisory level. Project management experience required

JOB RESPONSIBILITIES

KEY RESULTS AREA

- Availability of integrated IT systems, procedures and frameworks
- IT Processes Business continuity
- Disaster recovery programme developed
- Customer Service
- Stakeholder Management
- Resources Management

ACTIVITIES

- Provides up to date information on IT systems and software applications appropriate to the BOTC's operations.
- Identifies inadequacies in the organisations IT systems and software applications and recommends appropriate solutions.

- Manages and implements continuous measurement, reviews, audit and monitor the security, capacity and the systems' performance
- Implements and maintains disaster recovery strategies by undertaking test-runs to ensure functionality of the system.
- Coordinates the implementation of migration of legacy systems to new environment.
- Prepares and ensure that the right information is disseminated to customers regarding the BOTCIT's services and the role it plays in improving operational efficiency.
- Coordinates implementation of control, access and security policies by undertaking continuous audits and produces reports.
- Coordinates controls for efficient service desk facilities whilst maintaining a register of software and hardware in use throughout the organisation.
- Manages the implementation of service contracts or level agreements to ensure compliance with terms and conditions of the contract and provides the necessary feedback to project owners.
- Coordinates training of stakeholders to enable efficient access to BOTC services and coaches staff on customer service in order to provide efficient and effective service.
- Project manages implementation and maintenance of all IT projects such as IPMS, business continuity and ensures completion on time and on budget.
- Manages relationships at the right level and refers issues as appropriate.
- Identifies stakeholder and customer needs (external and internal) and suggest improvement to the systems.
- Interacts with other staff members to ensure their needs are well captured, catered for and that they are able to execute their IT systems related tasks
- Identifies resources needs and prepares draft recourses plans in line with budgets directives
- Implements Department's plans and ensures full integration of BOTC automated systems
- Implements cost saving activities in line with financial guidelines.
- Develops and facilitates the development of performance contracts in line with divisional performance targets and in accordance with good corporate governance and set procedures.
- Follows up on identified coaching, training and ensures that action is taken as per schedule for staff.

MEASURES
- % automated systems
- Existence of disaster recovery plan
- % compliance to plan
- % integration of systems
- % adherence to standards
- Uptime of systems
- Turnaround time for queries/SLAs
- Stakeholder satisfaction level
- Turnaround time for information
- % cost savings against plan
- Number of implemented cost saving suggestion
- % budget variance

KNOWLEDGE, SKILLS AND BEHAVIOURS (COMPETENCIES)

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- IT Technical skills
- Critical thinking
- Strategic orientation
- Project management skills
- Effective communications (Impact and Influence)
- Leadership
- Innovative
- Assertiveness and Decisiveness

All applications are to submit **ONLY application letters and CVs**

Application letters should be addressed to: **Chief Executive Officer**
Botswana Trade Commission
Private Bag 3 AAD
Gaborone

Applications must be sent to recruitment@botc.org.bw
No hand-delivered applications will be accepted

The deadline for submission is **7th February 2025**