



**Vision: A Modern, Vibrant, Customer Centric Company
that delivers value for its stakeholders.**

Vacancy – System Analyst: Business Applications & Support

Section: Business Support Unit

Department: Technology

Office: Windhoek

Primary purpose of position

To provide first-line support to business units (primarily Mail & Logistics) on NamPost business applications and processes. This includes efficiently handling helpdesk calls, monitoring systems to prevent issues, and acting as a liaison between technology teams and business users. The role also involves documenting business processes and ensuring smooth communication with the BSU Team Lead on support progress.

Main Responsibilities

1. Provide functional business systems support.
2. Ensure the effectiveness and reliability of business applications.
3. Deliver proactive end-user support and training.
4. Log, track, and resolve incident calls promptly and professionally.
5. Monitor systems proactively to identify and address issues.
6. Conduct business process mapping and maintain documentation to support process improvements.

Educational and experience requirements

1. Diploma in Business Systems Analysis, Computing, or a related field.
2. Minimum of 3 years relevant experience, preferably in Banking, Financial Services, Courier, or Logistics.
3. SQL Data Administration knowledge (SQL Certification will be an advantage).

Skills and Knowledge requirements

1. Strong understanding of business applications and processes.
2. Effective analytical and problem-solving skills.
3. Clear oral and written communication.
4. Ability to facilitate between business and technology teams.
5. Customer-oriented mindset.

6. Team player with the ability to work independently and take initiative.

Closing Date: 3 October 2025

Candidates who meet the above requirements should register on NamPost's HR Recruitment Portal at www.nampost.com.na.

Required documents:

- Cover letter
- Certified copies of relevant qualifications
- Detailed Curriculum Vitae

Note: NamPost is an Equal Opportunity Employer and operates in line with affirmative action guidelines.