



BOTSWANA STOCK EXCHANGE

VACANCY

SYSTEM & HELPDESK ADMINISTRATOR

ABOUT BOTSWANA STOCK EXCHANGE LIMITED (BSE)

The Botswana Stock Exchange (BSE) is a globally connected capital markets exchange driving investment and growth while advancing market depth through a bold new strategy.

As part of our ambition, we are strengthening our technology capability and digital infrastructure to support operational excellence and a seamless user experience across the Group.

THE OPPORTUNITY

The **System and Helpdesk Administrator** plays a critical role in ensuring the availability, reliability, performance and continuity of the BSEL group IT environment.

The role is responsible for implementing, operating and supporting IT systems and end-user services, ensuring stable system performance, responsive user support, and the effective resolution of technical issues. Combining systems administration and helpdesk functions, the role underpins user productivity and seamless business operations.

KEY RESPONSIBILITIES

- **Systems Operations:** Monitor, configure, administer and maintain IT systems, networks and infrastructure to ensure availability, reliability, optimal performance and recovery.
- **End-User Support:** Provide first- and second-line support, resolving technical issues in a timely and professional manner.
- **User & Access Management:** Manage user accounts, access rights, and system configurations in line with security standards.
- **Incident Management:** Monitor system performance, troubleshoot issues and support effective incident resolution.
- **Security & Governance:** Adhere to IT service and asset management, security and governance frameworks.
- **Service Continuity:** Support stable IT operations and continuous service availability across the organisation.

THE IDEAL CANDIDATE

The ideal candidate will be a solution-oriented and service-driven IT professional with strong technical capability and a proactive approach to problem-solving.

Key Requirements:

- A Bachelor's degree in Information Technology, Computer Science or a related field.
- Professional certifications in systems administration or IT support preferred.
- A minimum of three (3) years' experience in systems administration and helpdesk support.
- Experience supporting enterprise operating systems, infrastructure, user devices, applications, and networks.
- Exposure to ticketing systems incident management, service desk operations and IT service management practices.
- Understanding of IT security, access control, and governance standards.
- Strong analytical, problem solving and customer service skills.

WHY JOIN US

This is an opportunity to contribute to a high-performing, technology-enabled organisation, ensuring reliable IT services that support business continuity and operational efficiency.

HOW TO APPLY

Suitably qualified candidates are invited to submit a comprehensive curriculum vitae together with a covering letter that articulates their motivation for the role and evidence of relevant experience.

Applications should be submitted to: recruitment@bse.co.bw by 26 June 2026

Only shortlisted candidates will be contacted. The Institution is an equal opportunity employer and encourages applications from all qualified individuals.

PRIVACY NOTICE

The BSE processes applicant personal data based on legitimate interest and the performance of a contract. All processing is carried out in accordance with the Data Protection Act, 2024. Your information will be handled confidentially and may be shared with authorized internal departments and third-party service providers involved in the recruitment process.

You have the right to access, rectify, restrict, or request the deletion of your personal data, as well as the right to object to the processing of your personal data.

For inquiries regarding the processing of your personal data, please contact the Data Protection Officer at: (+267) 367 4400.