



REF NO: 5 OF 2026

The Botswana Communications Regulatory Authority (BOCRA) was established through the Communications Regulatory Authority Act (CRA Act) of 2012. BOCRA is responsible for the regulation of the communications sector in Botswana, comprising telecommunications, Internet and Information and Communications Technologies (ICTs), radio communications, commercial broadcasting, postal services and related matters.

BOCRA invites highly skilled, motivated and qualified serving citizens to apply for the following position:

POSITION TITLE: IT Officer

Main Purpose of the Job

To provide second-line support for IT-related issues within BOCRA and ccTLD Registrars. To develop, administer, maintain, support, secure, upgrade and continuously improve the BOCRA in house developed systems, including their front-end applications, Java/Spring Boot back-end services, databases, identity and access management services, integrations, deployment environments, containerized infrastructure, monitoring tools and reporting capabilities. This role involves troubleshooting infrastructure, network, hardware, applications and software problems, assisting end-users with technical queries, and ensuring IT services and systems run smoothly. The role is responsible for resolving issues efficiently, escalating complex problems when necessary, and maintaining a high level of customer service.

Key Performance Areas

1. Planning and Implementation

- Facilitate the planning and execution of departmental strategies, annual plans and budgets.
- Provide data-driven insights and innovative ideas to support strategic and operational objectives and plans.
- Align daily activities with the organisation’s mission and long-term goals and departmental mandate.

2. Digitalisation and Operational Excellence

- Develop, maintain, support and enhance BOCRA inhouse solutions across production, QA/UAT and development environments.
- Facilitate the adoption of innovative ways to enhance service delivery, data analysis, and operational effectiveness.
- Manage projects aimed at automating manual processes and digitising workflows to improve efficiency.
- Stay updated on emerging technologies and industry trends, recommending relevant advancements for the department.
- Facilitate the implementation of technology-driven improvements.

3. IT Architecture:

- Design and implementation of scalable IT solutions that align with business needs.
- Provide input and support as needed to IT vendors during solutions design and deployment.
- Maintain system architecture documentation.
- Develop basic applications required to meet the Authority’s operational needs.

4. IT Service Delivery

- Monitor the helpdesk to ensure prompt issue resolution.
- Analyse helpdesk data to identify recurring issues and areas for improvement.
- Maintain a knowledge base for faster issue resolution.
- Provide regular performance reports for management.
- Provide technical support for hardware, software, and network issues.
- Train users on IT systems and tools to improve productivity.
- Troubleshoot and resolve issues within agreed service levels.

5. Systems Administration:

- Administer servers, applications, and databases for optimal performance.
- Configure and manage user access controls and permissions.
- Ensure timely software updates and system maintenance.
- Maintain detailed documentation for system configurations.
- Troubleshoot and resolve system performance issues.

COMPETENCIES

- Strong analytical, troubleshooting and root-cause analysis capability.
- Ability to support mission-critical systems with minimal downtime and strong attention to service continuity.
- Sound understanding of secure application development, system hardening and audit compliance requirements.
- Ability to translate business requirements into technical solutions, system

enhancements and integration designs.

- Strong documentation, communication, stakeholder engagement and vendor coordination skills.
- Ability to work independently across development, administration, deployment and support activities.
- Commitment to continuous improvement, technology modernisation and knowledge transfer to internal teams.

Behavioural Skills

Technical Skills

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| <ul style="list-style-type: none">CommunicationAnalytical thinkingTeam playerResults oriented | <ul style="list-style-type: none">Problem SolvingIntegrity and EthicsInterpersonal |
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POSITION REQUIREMENTS

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| <ul style="list-style-type: none">Windows EnvironmentBackend DevelopmentFront End DevelopmentSecurity and IAMDatabase ManagementInfrastructure and DevOpsIT Security Protocols | <ul style="list-style-type: none">Virtualisation and cloud platformsCyber SecurityData ProtectionTroubleshooting skillsInfrastructure administrationNetwork administrationSystem Configuration |
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Education

- Bachelor’s degree in Computer Science, Information Technology, or a related field.
- Professional certifications in Java, Spring Framework, Linux, PostgreSQL, Docker/Kubernetes, cloud technologies, DevOps or identity and access management will be an added advantage.
- Relevant certifications such as ITIL, CompTIA A+/Network+, Microsoft Role-Based Certifications, Cisco Certified Network Associate (CCNA), or Certified Information Systems Security Professional (CISSP) are an added advantage.

Experience

- A minimum of two (2) years’ post qualification experience.
- Minimum of two years’ experience developing, administering or supporting enterprise web applications in production environments.
- Demonstrated experience supporting Java/Spring-based applications, Angular front ends, PostgreSQL databases, Linux servers and Docker-based deployments.
- Experience with enterprise integrations, API development, identity management, payment integrations, monitoring tools and business-critical system support.
- Knowledge of networking protocols, hardware, and security best practices.
- Experience with IT service management tools.
- Familiarity with virtualisation and cloud platforms (e.g., VMware, Azure, AWS).

APPLICATIONS

Candidates who meet the requirements for the above-mentioned position may apply and should enclose:

- Curriculum Vitae
- Certified copies of educational certificates

Applications should be sent through the link below:

<https://bocra.mcidirecthire.com/External/CurrentOpportunities>

Only shortlisted candidates will be responded to.

For further information or clarification please contact the Human Resources Unit at +267 3685500.

APPLICATION CLOSING DATE: 02 OCTOBER 2026

