

B YWASH



Baywash Group is looking for a practical, solutions-driven individual to help manage and improve the cloud-based systems used across the business. This is not a traditional IT management position. We are looking for someone who is comfortable working with technology, enjoys solving problems and can help our team use digital tools more effectively.

BUSINESS SYSTEMS & TECHNOLOGY COORDINATOR

WALVIS BAY

MAIN DUTIES AND RESPONSIBILITIES:

- Support the daily management of cloud-based business systems and platforms
- Assist with the setup, administration and improvement of CRM and workflow systems
- Manage and improve Smartsheet processes, dashboards, reports and automated workflows
- Maintain accurate information across the company's digital systems
- Manage user access, permissions and basic system configurations
- Provide practical software and system support to employees
- Assist employees with learning and using new digital tools
- Identify manual or repetitive processes that could be simplified or automated
- Research and recommend new technologies that could improve business operations
- Assist with the implementation and testing of new systems
- Document system processes and procedures
- Coordinate with external IT or software providers when specialist assistance is required

QUALIFICATIONS AND EXPERIENCE:

- Experience working with cloud-based business software or digital systems
- Experience with Smartsheet, Zoho, CRM systems or similar workflow platforms will be an advantage.
- Good general computer and technology skills, including troubleshooting capabilities
- An understanding of digital workflows, reporting and process automation
- Strong problem-solving and organisational abilities
- Willingness and ability to learn new systems
- Ability to explain technology clearly and assist employees with different skill levels
- Good communication skills and attention to detail
- Ability to work independently and manage multiple priorities
- A relevant qualification in business systems, information technology or a related field will be advantageous but is not essential
- Must reside in Walvis Bay or be willing to relocate

PLEASE SEND YOUR RESUME AND A COVER LETTER TO HR@BAYWASH.COM.NA
BY 02 OCTOBER 2026