



Technical Services Manager

OKAVANGO DELTA, BOTSWANA

The main role of the Technical Services Manager (TSM) is to provide technical support and advice to the property. The TSM is responsible for the management of the concession, environmental plans, the assessment of assets, the property security and the management of the maintenance team in line with OHS legislation and internal operational standards.

Key Responsibilities

- The TSM reports to the General Manager.
- Plan and coordinate the daily maintenance program of the camps using the scheduled preventative maintenance program.
- Ensure all Fire/Life/Safety protocols are in place and being adhered to.
- Facilitate the burn program/firebreaks on the concession.
- Maintenance and oversight of the Airstrip.
- Key role in planning and executing of refurbishment projects.
- Establish and maintain environmental systems, reduce the carbon footprint, action the environmental audit and manage the waste removal from the property.
- Custodian of the emergency procedures and ensure the required staff training, communication and emergency drills take place.
- Assess the major company assets and plan for the replacement of identified items over a period, including GPS mapping of all service lines.
- Ensuring teams are delivering the highest level of service to guests by overseeing the assigned duties.
- Manage workshops and maintenance team and provide them with protocols and training for preventative maintenance and repairs on all MEP, plant and building elements set out in the group's technical data.
- Ensuring the operation is a safe environment for its people, guests, staff, suppliers, and communities.
- Daily management the CCTV system, Earth Ranger System and investigate and resolve any breaches.
- Maintain a strategic view of company services, assets and budgets for timeous maintenance and replacements.
- Participate on the management team, representing the department and providing strategic input.
- Assessment of EMP and Bulk service; and manage warranties on all plant and equipment.
- Manage the financial status of all related TSM budgets to a zero-variance result, by ensuring efficient cost planning and execution.
- Facilitate win-win relationships with suppliers to ensure the departmental budget is adhered to and all payments are made timeously.
- Communication with management and departmental teams in terms of maintenance issues to ensure that staff and guest needs are met, and operations run effectively.
- Monitoring of facilities for full functionality and compliance with standards.
- Operate the company with acute environmental awareness.
- Ensure the eco-friendly and reliable removal of refuse from all sites, and the management of the refuse removal company, to ensure minimum impact on the environment.

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- Ensure the working order of all IT services, both guest and staff related, the consistent improvement of IT offerings in line with technology.
- Write relevant reports.
- Liaison with security-related companies and construction contractors.
- Identify and assist in the implementation of SMME projects.
- Active participation in and effective communication and support of the company's conservation message and purpose.
- All roles may be required to perform other tasks as reasonably requested from time to time and as required by the business and/or operation. The Company fosters a culture of collaboration, and with this support of the multi-skilling of staff.

Skills & Experience

- Technical Tertiary Degree/Diploma
- Technical or maintenance background.
- Project management experience.
- Health & Safety or environmental qualification.
- Experience working in a remote environment with minimal services provided by the municipality is preferable.
- Ability to lead and manage people.
- Understanding of high & low Voltage systems.
- Understanding of sewer treatment plants, water treatment plants and HVAC Systems.
- Good understanding of the technical features of plumbing, carpentry and electrical systems
- Monitor and/or track information or data.
- Evaluate information against a set of standards.
- Quality and Health and Safety Awareness.
- Computer literacy & working knowledge of IT systems.
- Extensive technical knowledge and understanding of vehicle services, operations, and equipment.
- Business, management, and strategic acumen.
- Strategic thinker and developer.
- Developmental approach to staff.
- Organisational skills and attention to detail.
- Good communication skills and proficiency in English.
- High energy level, flexible and responsive.
- Ecological awareness and concern.
- Citizenship or valid working visa.

Please submit your application by 13 October 2026.

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