

GOITSEMANG MAJAGA

IT & SECURITY MANAGER | ICT GOVERNANCE | CYBERSECURITY | DIGITAL TRANSFORMATION

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PROFESSIONAL PROFILE

Business-focused IT and cybersecurity leader with 10+ years of progressive experience across ICT operations, governance, infrastructure, systems development and digital transformation. Currently leads IT and security at RIC Development, translating organisational priorities into resilient technology services, practical security controls and auditable digital workflows. Combines strategic leadership with hands-on capability across Microsoft environments, cloud platforms, networks, secure applications, vendor management, business continuity and stakeholder advisory. Open to remote and regionally distributed opportunities.

CORE CAPABILITIES

IT Strategy, Governance & Policy	Cybersecurity, Risk & Compliance	Infrastructure, Cloud & Networks
Digital Transformation & Automation	Business Continuity & Resilience	Vendor, Budget & Stakeholder Management

PROFESSIONAL EXPERIENCE

IT & Security Manager | RIC Development Botswana | Feb 2025 – Present

- Lead the ICT and information-security function, aligning strategy, infrastructure, cybersecurity, governance and transformation priorities with business requirements.
- Develop and implement ICT policies, role-based access controls, security monitoring, vulnerability escalation, compliance tracking and staff security-awareness initiatives.
- Designed and deployed secure internal platforms for leave, procurement, meeting governance, attendance, document control, IT support, asset visibility, planning and executive reporting.
- Coordinate servers, networks, cloud services, backups, system upgrades, access administration and disaster-recovery readiness to strengthen availability and continuity.
- Manage technology suppliers, contracts, licensing, service levels, technical proposals, operational risks and value-for-money assessments; advise executives in clear business terms.

IT Operations Manager | Francistown College of Programming | 2022 – 2024

- Managed Microsoft 365, Windows Server, VMware, networks, endpoints, backups and technical support for more than 60 users.
- Reduced recurring system incidents by approximately 30% through monitoring, automation, preventive maintenance and structured incident management.
- Led IT budgeting, procurement, licensing, vendor management, cloud adoption and institutional digital-transformation initiatives.
- Implemented ISO 27001-aligned access, backup, policy and security-awareness practices while supervising and mentoring technical personnel.

Systems Developer | Francistown College of Programming | 2018 – 2021

- Designed, developed and supported workflow applications using PHP, MySQL, JavaScript and APIs, improving operational efficiency and management visibility.
- Managed the application lifecycle from requirements analysis and solution design through testing, deployment, user training, maintenance and continuous improvement.
- Integrated systems and automated repetitive processes while applying secure coding, access-control and data-protection principles.

IT Officer | Francistown City Council | 2015 – 2017

- Delivered Tier 1–3 support to more than 200 users and administered Active Directory, Windows Server, networks, backups and endpoint security.
- Diagnosed infrastructure and application issues, coordinated escalations and improved service continuity through responsive resolution and preventive support.

SELECTED SYSTEMS & BUSINESS IMPACT

- **Employee Clocking & Attendance System** — QR-based mobile clock-in with GPS geofencing, server-side distance verification, late-status reporting, duplicate prevention and exportable attendance records.
- **KgetsIDocs** — secure multi-tenant document management with workspaces, department-level permissions, audit trails, recovery controls and role-based administration.
- **Enterprise Workflow Portfolio** — delivered procurement, leave, yearly planning, job-request, boardroom-booking, meeting-minutes and executive-tracking platforms that replaced fragmented manual processes.
- **Integrated IT Support & Security Management** — centralised ticketing, asset, access, security and service-reporting workflows to improve accountability and operational visibility.
- **ISP & Digital Infrastructure Programme** — supports partner assessment, contract review, fibre strategy, pilot planning, risk evaluation and stakeholder coordination across property developments.
- **SmartSchool360 & Education Platforms** — designed scalable school-management and e-learning solutions supporting administration, attendance, finance, examinations, reporting and role-based portals.

TECHNICAL ENVIRONMENT

Infrastructure & Cloud: Microsoft 365, Windows Server, Active Directory, VMware, Hyper-V, Azure, AWS, backup and disaster recovery.

Security & Governance: access governance, MFA, endpoint security, vulnerability management, incident readiness, awareness, ISO 27001-aligned controls.

Development & Data: PHP, MySQL, SQL, JavaScript, HTML, CSS, React, Node.js/Express, REST APIs, Power BI, Python.

Operations: LAN/WAN, VPN, firewalls, technical support, ITSM, procurement, licensing, vendor and project management.

EDUCATION

Associate's Degree in Business Information Systems | Limkokwing University of Creative Technology

PROFESSIONAL DEVELOPMENT & CERTIFICATIONS

Cybersecurity: Certified Cybersecurity Educator Professional (CCEP), Red Team Leaders, 2025; Google Cloud Cybersecurity Certificate, 2026; Cisco Ethical Hacker, Cyber Threat Management, Endpoint Security and Junior Cybersecurity Analyst pathway.

Software & Data: Cisco JavaScript Essentials 1 & 2; Python Essentials 1 & 2; Data Analytics Essentials; Introduction to Data Science.

Business Innovation: Stanford Graduate School of Business Go-to-Market Programme; Alibaba Business School Netpreneur Masterclass.

RECOGNITION & ADDITIONAL INFORMATION

Recognition: Diamonds Do Good / UPG Biashara Finalist (2025); Southern Africa Startup Awards Finalist (2022); Africa Youth Awards Top 10 Finalist (2019); Botswana Youth Awards — Best Male Youth & Academic Excellence (2018).

Languages: English and Setswana. **Work preference:** Open to remote, hybrid and regionally distributed roles.

References: Available on request.