



VACANCY ANNOUNCEMENT

HJF Medical Research International, Inc. (HJFMRI) provides scientific, technical and programmatic support services to global medical research programs. The HJFMRI, South Rift Valley (SRV) station has vacancy for PEPFAR IT and EMR Support Officer

Job Summary:

The Program Officer will monitor and maintain the computer systems and networks. The position involves the responsibility of installing and configuring computer systems, diagnosing hardware and software faults and solving technical and applications problems, either over the phone or in person. This includes but not limited to application support, help desk support, maintenance of IT equipment, PEPFAR data management and offering Technical Assistance. PEPFAR is increasingly relying on computer systems in all areas of their operations and decision-making processes. It's therefore crucial to ensure the correct running and maintenance of the IT systems including network infrastructure and Electronic Medical Records Systems (EMRS).

A.I: Primary Responsibilities:

The position acts in the role of Office Technology Coordinator/Technician. Ensures operational services of network/hardware/software and advise users on basic access issues.

1. Ensure smooth running of computer systems and ensuring users get maximum benefits from them
2. Provide Technical Assistance (TA) to partner IT officers.
3. Support and enhance utilization of existing EMR systems.
4. Test and evaluate EMRs to produce the required MoH and PEPFAR MER reports.
5. Database scripting and management of RDBMS e.g. Ms SQL.
6. Develop, add and maintain EMR add-ons.
7. Provide technical assistance to partner sites in developing ICT SOPs.
8. Work with the Implementing Partners to support official email and website for the health sector.
9. Install and configure computer hardware operating systems and applications.
10. Monitor and maintain computer systems and networks.
11. Take staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues.
12. Troubleshoot system and network problems and diagnosing and solving hardware or software faults.
13. Provide support, including procedural documentation and relevant reports.
14. Follow diagrams and written instructions to repair a fault or set up a system.
15. Support the roll-out of new applications as required by MoH and PEPFAR.
16. Set up new users' accounts and profiles and dealing with password issues.
17. Respond within agreed time limits to call-outs.

18. Follow up on tasks until completion (or referral to third parties, if appropriate).
19. Manage internet connectivity.
20. Establish a good working relationship with county/ partner teams and other professionals, such as HCWs.
21. Serve as the Point of Contact (POC) for EMR MER Indicator

B. Additional Responsibilities (Beyond SRV):

22. Liaise with EMR Systems Implementing Partners to facilitate efficient implementation of EMRS in SRV.
23. Represent the program in relevant meetings at County and National level as designated by the Program Director.
24. Actively participate in program research protocols which include operations research, impact evaluation and analysis of routinely collected data
25. Carry out any other duties that may be assigned by the supervisor from time to time.

Qualifications:

- Bachelor's Degree in Information Technology, Computer Science, Telecommunications or related field from a recognized university.
- Professional certification in CNNA, MCTIP or any other IT related certification
- At least 3-year experience in handling hardware and software systems.

Skills and Abilities:

- Hands-on information and experience on the current EMRs being supported by government.
- Good knowledge of how software and operating systems work.
- Good understanding of handling confidential medical records
- Good understanding of GoK and Partner IT Systems and Protocols
- Excellent listening and questioning skills.
- Ability to interact confidently with clients to establish what the problem is and explain the solution
- Good understanding of Public Health Issues particularly HIV/AIDS and TB.
- Excellent knowledge of the Kenya Health structure-from national, county, sub-county level to facility level

Applications and CVs be submitted to: recruiting@hjfmri.org on or before 31 December 2021.

Only shortlisted candidates will be contacted.
HJFMRI is an equal opportunity employer.