

The Organisation

Our client is a donor-funded organisation and development partner in Namibia, working closely with the Ministry of Health and Social Services' (MoHSS) Directorate of Special Programmes (DSP). They deploy staff at hospitals and health facilities across the country as part of a coordinated effort with the MoHSS to increase the human capacity needed to provide clinical care and administrative support in countries and regions that are most significantly impacted by HIV.

The Region

The successful candidate will be based in the Khomas Region in Windhoek.
MoHSS/ Pharmaceutical Services

The Position

The successful incumbent will serve as an IT Support Technician under the Ministry of Health and Social Services (MoHSS), Pharmaceutical Services (PhSs). The IT Support Technician will support the installation and maintenance of pharmaceutical information systems computer equipment at public health facilities countrywide. The incumbent will also support the rollout of newly developed or upgraded software products from the Pharmaceutical Services Directorate (Electronic Dispensing Tool (EDT), Facility Electronic Stock Cards (FESC), Pharmaceutical Information (PI) Dashboard, the Directorate of Special Programs (EPMS Quantum, TB ETR), Directorate of Primary Health Care (P-Tracker) and the Laboratory (MEDITECH). The IT Support Specialist will work under the supervision of the Technical Leads, Management Information Systems, to support innovative initiatives to improve antiretroviral therapy (ART) service delivery and strengthen data processing, analysis and use of information for decision-making. In line with this, the IT Support Specialist will also implement mechanisms to support the monitoring of the ART program progress towards the attainment of the 95-95-95 treatment target in Namibia.

Key areas of focus

- Proactively ensure the optimal operation of servers and computers running pharmaceutical and clinical information systems including, but not limited to, the EDT, SMS Reminder Service, Chronic Care Medication Dispensers and the EPMS Quantum.
- Install, configure, service, and maintain computer equipment (for EDT, FESC PI Dashboard, etc.) both at national level and at service delivery points across the country on a regular basis.
- Perform operating system health checks, application restore and updates, anti-virus and anti-malware software updates, automated backups, and network troubleshooting.
- Maintain updated systems documentation and implement a backup and recovery policy to ensure that database backups are routinely tested for integrity.
- Provide ongoing timely remote troubleshooting support to end-users throughout the country.
- Assess training needs and train end-users on specific areas of ICT to improve productivity.
- Participate in software testing and validation procedures, implementation and roll-out of electronic tools as required.
- Regularly communicate with management and technical support colleagues within the Pharmaceutical Directorate, the Directorate of Special Programs (RM&E as well as the HIV Program).
- Travel to various service delivery points throughout the country to install software programs and provide onsite troubleshooting support to ensure seamless functionality of the products.
- Prepare reports on programming project specifications, activities, or status.

The Person

Minimum requirements:

- Bachelor's degree in Computer Science or Information Technology or a related technical field is required.
- At least 2 years' experience in computer hardware maintenance and systems administration.
- Advanced knowledge of Windows 10 operating system, environment and network maintenance experience; additional knowledge of *nix OS is an advantage.
- Demonstrated experience in system performance monitoring and analysis, and troubleshooting.
- Experience in software project implementation and support, training of end-users is an advantage.
- Experience in Microsoft Excel and Access for data analysis is an advantage.
- Ability to work independently and multi-task effectively.
- Demonstrated understanding of projects from the perspective of both client and business.
- Flexibility and willingness to accept a change in priorities as necessary.
- Strong analytical skills and strong attention to detail.

Interested?

- Closing date for applications is **21 August 2020**
- Please submit your application to admin3@potentia.com.na

All suitably qualified Namibians are encouraged to apply.

If you are not contacted 2 weeks after the closing date, please consider your application unsuccessful.

Only electronic versions of CVs will be accepted.

Our client reserves the right not to make any employment offer or appointment.

