Baobab Health Trust (BHT) is a leader in the development of Electronic Medical Record Systems (EMRs) and other digital innovations targeting the health sector and beyond. In association with the Ministry of Health and Population, we have developed various modules of EMRs currently being used in most public hospitals across the country. We prioritise investing in local staff to uncover better ways of developing robust tailor-made software innovations that address specific healthcare information management needs that hamper acceleration of access to quality health care especially in lowly resourced environments like Malawi.
A. Temporary Opportunities

1. Software Deployment and Support Officers (2)

**Duration**: 4 months (Fixed, subject to renewal)

**Location**: Lilongwe

**Basic functions of the Job:**

The Software Deployment and Support Officer will be responsible for the scale up of stable applications, support project coordinators in piloting new systems, monitoring, administration and support of Baobab Health information systems and other electronic systems in the field and at the office. In liaison with technical and non-technical departments, the software support and deployment officer will ensure that systems deployed are working at all times thereby offering all targeted users maximum benefits.

**Key duties and responsibilities:**

*Provision of software service and support for deployed systems:*

- Responsible for software deployment and training of users in health facilities and other institutions using BHT electronic systems.
- Conduct system contextual inquiry - identify gaps and make recommendations for deployment of systems.
- Perform regular site visits to monitor systems and resolve noted issues satisfactorily.
- Communicate with a sense of urgency to the rest of the team all unresolved issues.
- Monitor and document usage of the electronic system by users to check quality of usage and relay feedback to relevant teams.
- Perform system updates in collaboration with relevant departments.
- Contribute to the review organisational documents such as user training manuals, standard operating procedures and quarterly reports.
- Document user experiences to improve operations and system efficiency.
• Conduct quarterly data audits which will ensure that data being entered in the systems is accurate, plausible and complete.

• Conduct end-to-end system tests to ensure specifications compliance.

• Make sure all issues reported in Baobab issue tracking software are followed up and that systems in the sites are up and running all the time.

• Provide status updates to clients on a regular basis.

**Assist in building and maintaining external relations:**

• Responsible for building and maintaining external relations communication with partners, site implementation and maintenance teams.

**Project management / maintenance of deployed systems:**

• Review and update deployment and support operational documents eg standard operating procedures.

• Submit monthly progress reports on the performance of Electronic systems.

• Develop software tools, which can be adopted by facility systems administrators and support officers for real time monitoring of the Electronic systems.

**Qualifications required for Effective performance:**

**Education:**

• Bachelor of Science Degree in Computing, Information Technology or Public Health.

**Work experience:**

• At least 2 year of work experience in Information Technology support. Those with experience working in a public health setting will have an added advantage.

**Language Proficiency:**

• Fluency in both spoken and written English and Chichewa languages.

**Knowledge:**

• Incontrovertible knowledge of software and hardware.
• A good knowledge of the Healthcare systems in Malawi will be considered as a strong plus

Skills and abilities:

• The position requires ability to report, train, trouble shoot at sites. Insight in relational databases, Linux system will be a strong plus.
• SQL and programming will be considered a strong plus.
• Be able to multi-task, willing to travel, independent, mature and able to deliver under time-pressure.
• Basic understanding of the software design process is a strong plus.
• The position requires demonstrated excellent interpersonal skill.
• Ability to contribute at high-level meetings.
• Good oral and written communication skills are a must.
• Ability to identify challenges and offer solutions.
• A strong sense of accountability towards deliverables.

B: Internship Opportunities

1. Software Support and Deployment Officers (2)

Duration: 4 months (Renewable monthly with a modest stipend)
Location: Lilongwe

Basic functions of the Job:
The support and deployment officer intern will work in liaison with the support and deployment officers, hardware and network engineers, project coordinators and other technical staff to ensure that systems deployed by BHT are always available for use to the users. Reporting to the Operations Lead: Implementation, the software deployment and support intern will be responsible for, remote monitoring and support of Electronic systems users.

Key duties and responsibilities:
• Perform system deployments and upgrades in all BHT sites in cooperation with the hardware technician, software developers, project coordinators and other partners.
• Perform adhoc and routine sites visits to monitor and troubleshoot.
• Contextual inquiry of systems work flows.
• Communicate issues to colleagues within BHT when support is demanded and undertake to resolve them within the shortest period possible.

• Monitor usage of the systems by users during the deployment phase to check quality of usage and to provide feedback to project coordinators and the training manager.

• Record site issues in BHT’s issue tracking software and have them resolved with a purpose of ensuring 100% system up time.

• Deliver quarterly reports (and others) to MOH and other stakeholders on time.
• Evaluate reports upon implementation of a system.
• Any other duties as may be assigned by supervisor from time to time.

Qualifications and requirements

Academic
• Bachelor of Science Degree in Computing, Information Technology.

Language Proficiency:
• Fluency in both spoken and written English and Chichewa languages.

Knowledge:
• Fair knowledge of the healthcare systems in Malawi will be considered as a strong plus.
• Familiar with software and hardware deployments.

Skills and abilities:
• The position requires ability to report, train, trouble shoot at sites. Insight in relational databases, Linux system will be a strong plus.
• SQL and programming will be considered a strong plus.
• The incumbent will have skills to multi-task, a willingness to travel, is independent, mature and able to work under time-pressure.
• Basic understanding of the software design process is a strong plus.
• The position requires demonstrated excellent interpersonal skill.
• Good oral and written communication skills are a must.
• Ability to identify challenges and offer solutions.
• A strong sense of accountability towards deliverables.
2. Monitoring & Evaluation Officer (1)

**Duration**: 4 months (Renewable monthly with a modest stipend)

**Location**: Lilongwe

**Basic functions of the Job:**

The Monitoring & Evaluation officer will assist in all M&E activities. S/he will be responsible for undertaking assigned M&E duties, with the goal of ensuring efficiency and effectiveness in BHT’s project delivery. This will involve working with both internal and external stakeholders to gather strategic information, package it and share with relevant authorities and parties for use in improving our processes and delivery of projects. The incumbent will also be actively involved in research activities commissioned by BHT and/or other external parties.

**Key duties and responsibilities**

- Contribute towards the creation of M&E tools and use them appropriately on tasks assigned.
- Actively maintain a matrix of tracking of BHT projects in-line with the overall M&E system.
- Conduct analysis and assessment of indicators and other information collected to measure project performance and achievements.
- Assist in preparation and submission of reports on M&E activities undertaken, and maintain confidentiality and professionalism in the same.
- Assist in conducting baseline and post-implementation reviews for projects.
- Participate in studies assigned and ensure that they are undertaken in accordance with the protocol set forth.
- Any other duties assigned from time to time.

**Skills and Competences**

- High standards of integrity and professionalism, personal discipline and impartiality.
- Knowledge of project planning, implementation and evaluation principles, practices and procedures.
- Good drafting skills and demonstrated ability to prepare reports.
- Ability to communicate effectively both orally and in writing (English and Chichewa).
- Good organizational skills and excellent time management skills.
- Ability to work under minimum supervision.
• Good computer application skills. Should be conversant with statistical and qualitative software packages.

Qualifications and requirements

• At least a Bachelor’s Degree in Social Science, Public Health, or Statistics
• Specific job-related training will be provided through in-house training, to familiarize/enable the incumbent to perform their duties in accordance with policies and procedures of Baobab Health Trust and its cooperating partners.

3. Data Management Officer (1)

Duration: 4 months (Renewable monthly with a modest stipend)
Location: Lilongwe

Basic functions of the Job:

The Data Management officer will support all BHT projects to ensure systems outputs are able to satisfy the clients’ needs. The intern will be expected to produce periodic reports on systems performance and timely communicate the outcomes to the project teams for the next course of action.

Key duties and responsibilities

• Research and properly evaluate sources of information to determine possible limitations in reliability or usability.
• Prepare detailed reports for management and other departments by analysing and interpreting data.
• Create, maintain and actively monitor a repository for all data sets from various systems
• Prepare and submit M&E reports on time
• Contribute towards the development and implementation of Baobab’s M&E framework and tools and undertake M&E tasks as assigned by the Line Manager, and maintain confidentiality and professionalism.
• Keep technical management informed by preparing reports on system performance and problems.
• Secures database by implementing policies, procedures and controls.
• Communicate results within appropriate times (monthly, quarterly, semi-annually and annually) through presentations and scientific publications in peer-reviewed journals.
• Maintain an up to date data set within BHT for all data sets and ensuring that these are safely kept.

• Define standard statistical analyses of observational data to inform the quality of the data using statistical tools, most preferably.

• Develop data management scripts in SQL for querying databases, support and supervision of data digitization.

Skills and Competences
• Excellent knowledge of English and at least one local language

• Interest in applied research in the areas of epidemiology, bio-statistics and public health.

• Good knowledge of relational databases and relevant programming languages (e.g. MySQL, SQL)

• Experience in managing and cleaning databases

• Experience in statistical analysis and programming techniques preferably in R, SPSS or Stata.

• Strong analytical skills are essential.

• Ability to complete milestones and work toward multiple deadlines simultaneously.

• Excellent multitasking skills and task management strategies.

• Strong computer skills and ability to use necessary databases and software.

• Willingness to learn and grow data management skills.

Qualifications and requirements

• At least a Bachelor’s Degree in Computer Science, Statistics, Mathematics or related field

• At least 1 years of relevant experience in data management, statistics or data visualization

• Specific job-related training will be provided through in-house training, to familiarize/enable the incumbent to perform their duties in accordance with policies and procedures of Baobab Health Trust and its cooperating partners.
4. Network Engineer (1)

**Duration:** 4 months (Renewable monthly with a modest stipend)

**Location:** Lilongwe

**Basic functions of the Job:**

Reporting to the engineering manager the incumbent will be responsible for designing, implementing, monitoring and managing the local and wide area networks to ensure maximum up-time for users. The role will include designing system configurations, documenting and managing the installation of a new network, and maintaining and upgrading existing systems as necessary.

He/She will join a team of network engineers working on in-house and external assignments.

**Key duties and responsibilities**

- Designing and implementing new network solutions and/or improving the efficiency of current networks.
- Installing, configuring and supporting network equipment including routers, and other network computing hardware.
- Configuring firewalls, routing and switching to maximize network efficiency and security.
- Maximizing network performance through ongoing monitoring and troubleshooting.
- Investigating faults in the network.
- Reporting network status to key stakeholders.
- Protecting data, software, and hardware by coordinating, planning and implementing network security measures.
- Troubleshooting, diagnosing and resolving hardware, software, and other network and system problems.
- Replacing faulty network hardware components when required.
- Making power DC-DC power supplies for the networking equipment.
- Any other duties assigned from time to time.

**Qualifications and requirements**

- Must have Bachelor’s degree in any of the following fields; Information Technology, Computer Science and Electrical/electronic Engineering.
- Prior technical experience desired though not a must.
If you meet the above requirements, deliver your application letter (clearly indicating the title of the position being applied for on the cover of the envelope, or in the e-mail address subject line), up-to-date CV with 3 traceable referees, 2 of whom should be your most recent employers, at our Area 14 Lilongwe Office, Plot number 14/187, or to the following addresses: hr@bht-mw.org

The Human Resources Manager
Baobab Health Trust
P.o Box 31797
Lilongwe 3

Applications received after 31st August 2020 will not be considered and only shortlisted candidates will be acknowledged.