



Employment Opportunity

Background:

The Infectious Diseases Institute (IDI) is a Ugandan not-for-profit organization whose mission is to strengthen health systems in Africa, with strong emphasis on infectious diseases, through research and capacity development. IDI has six operational areas through which it works to achieve its mission: Prevention, Care and Treatment; Training, Research, Laboratory services (including the CAP-certified IDI Core Lab & Translational Lab), Global Health Security and Health System Strengthening.

In order to achieve the above objectives, IDI seeks to recruit a motivated and competent IT Specialist as indicated below;

Job Title	: IT Specialist
Vacancy Code	: ITSKHP X001
Reporting line	: IT Manager
Classification	: Full time
Duty station	: MKC Makerere University (frequent visits to KCCA facilities)

Job Summary:

The IT Specialist shall take responsibility for monitoring, maintaining and supporting IDI's entire technology infrastructure within the Kampala Region. He/she must be a diverse individual, showing broad technical, organizational, and communication skills and be capable of working individually and in a team environment.

The IT Specialist is also responsible for day to day proactive IT service management, i.e., Service support and Service delivery, at the Infectious Diseases Institute Ltd. Field offices, as assigned by the IT Manager, Information Services department.

Role and Responsibilities

- Ensures usability and stability of systems within the IDI funded health facilities.
- Evaluates system potential by testing compatibility of new programs with existing programs.
- Evaluates expansions or enhancements by studying work load and capacity of computer systems.
- Achieves computer system objectives by gathering pertinent data; identifying and evaluating options; recommending a course of action.
- Proven experience in monitoring, administering and troubleshooting Ethernet/IP

Infectious Diseases Institute **Main locations:**

School of Medicine, College of Health Sciences IDI
PO Box 22418, Kampala, Uganda (ED, Training,
Website: www.idi-makerere.com Makerere
Email: office@idi.co.ug Tel: +256 (0)312 211 422

McKinnell Knowledge Centre
Outreach, Grants Management, Finance & Admin)
University Main Campus

IDI Mulago
Outreach, Research, Lab Services, Information Services)
Mulago Hospital Complex
Tel: +256 (0)312 307 000;



LAN/WAN environments.

- Proven experience with managing the deployment, maintenance and operations of IT Systems (Windows based) and with defining system requirements to meet business needs.
- Familiarity with IT Operations in a clinical environment is preferable
- Maximizes use of hardware and software by training users; interpreting instructions; answering questions.
- Maintains system capability by testing computer components.
- Prepares reference for users by writing operating instructions.
- Maintain up-to-date records of preventive maintenance for all hardware and software components.
- Maintains historical records by documenting hardware and software changes and revisions.

Qualification requirements

- Bachelor's Degree in Computer Science, Information Technology, Information Security or related computing discipline is an added advantage.
- At least 3 years' demonstrated experience in a similar role with solid background in IT infrastructure operations, computer network administration and service delivery.
- Leadership experience with the ability to mentor and guide other junior technical staff and successfully manage the team work in the IT environment.
- Technical certifications include; training in Cisco, Microsoft, ITIL, Linux, and Database administration.

Working experience and skills

- Must have excellent interpersonal skills, customer service approach and possess a professional, confident and empathetic manner.
- Patience and tenacity, dealing with users at their level, identifying creative solutions where applicable to meet/exceed customer expectations
- Self-starter, showing an ability to work using own initiative

Relationship Management:

- Work with service providers, System Development, Senior IT Specialists and Data Managers to resolve issues with database applications and server systems.
- Meet with relevant users to identify requirements for new infrastructure components, e.g. computing devices, additional data points etc.

Architecture:

- Implement and test upgrades / re-designs of LANs, WANs and other components across the IDI computing infrastructure to meet IDI requirements, resolve performance bottlenecks and maintain reliability as planned and scheduled by the Senior Specialists.

Infectious Diseases Institute Main locations:

School of Medicine, College of Health Sciences IDI
PO Box 22418, Kampala, Uganda (ED, Training,
Website: www.idi-makerere.com Makerere
Email: office@idi.co.ug Tel: +256 (0)312 211 422

McKinnell Knowledge Centre
Outreach, Grants Management, Finance & Admin) (Clinic, Research, Lab Services, Information Services)
University Main Campus

IDI Mulago
Mulago Hospital Complex
Tel: +256 (0)312 307 000;



Service Desk Operations:

- Periodically review and update processes to be followed by the Service Desk team.
- Ensure that all user requests for IT services are logged as work orders, assigned to a technician, escalated as necessary and tracked until completion and that users are kept up-to-date on status of resolution.
- Periodically obtain user feedback and comments and implement measures to enhance the quality of service offered.
- Produce regular reports about the operations of the IT Service Desk

How to apply;

Candidates that meet the above criteria and have what it takes to excel in this position should send their CVs, including details of email address, present position, current remuneration, certificate/testimonials and **updated email address and phone contacts of three (3) referees** not later than **7th, December 2022**. Please follow this link <https://idi.mak.ac.ug/hrms> to apply for the position above.

Key Notes:

1. *IDI is an equal opportunity employer and does not charge a recruitment fee or any other fees at any stage of the recruitment process.*
2. *Internal candidates who meet the required specifications and have worked with IDI for a period of at least one year will be given priority.*
3. *Make sure that your application letter, CV and certificates are attached as one document.*
4. *Indicate the Vacancy Code as the subject line of your email.*
5. *Please note that if you DO NOT indicate the vacancy code as instructed above, your application will not be considered.*
6. *Any form of canvassing will lead to automatic disqualification.*
7. *Only shortlisted candidates will be contacted.*

NB: Candidates should attach a copy of their National Identity Card

The Senior Human Resource Manager

**Infectious Diseases Institute — IDI Knowledge Centre, Makerere University Main Campus
College of Health Sciences, Makerere University
P.O. Box 22418, Kampala, Uganda**