



ICAP

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COLUMBIA UNIVERSITY
Mailman School of Public Health

SO. H. 3
Approved
Alm. MILSBERG



POSITION DESCRIPTION

JOB TITLE: IT Officer

INSTITUTION: Columbia University Mailman School of Public Health - ICAP

LOCATION: Juba

DIRECT REPORT: Director of finance and Administration

ICAP IN SOUTH SUDAN

ICAP south Sudan, in partnership with the Ministry of Health of South Sudan, is planning to kick off project ECHO to strengthen HIV Prevention, Care and Treatment services at Juba Teaching hospital, Al-Sabah children hospital, Juba military, Nyakuron PHCC, Yambio state Hospital, Yei Hospital and Nzara hospitals. As part of this initiative ICAP is establishing a TeleECHO clinic (known as the hub in JTH) which will serve as a referral center for complex cases at peripheral health facilities (spokes) and as a regional training hub for regional health care providers. Project ECHO is a collaborative model of medical education and care management that empowers clinicians at the spoke (peripheral health facilities) to provide better care to more people, right where they live. The ECHO model™ dramatically increases access to specialty treatment in rural and underserved areas by providing front-line clinicians with the knowledge and support they need to manage patients with complex conditions such as: HIV, tuberculosis, hepatitis C and many others. It does this by engaging clinicians in a continuous learning system and partnering them with specialist mentors at an academic medical center or hub which is Juba teaching hospital in the case of South Sudan.

OVERALL JOB FUNCTION:

Working under the overall guidance of the ICAP ECHO project coordinator, the IT officer will be primarily responsible for providing IT support to the TeleECHO clinic, provide IT support to ICAP staff in Juba and states as well as support the M&E team IT related activities. The IT officer will have the following duties and responsibilities.

DUTIES AND RESPONSIBILITIES:

Support to ECHO project

- Installing and configuring computer hardware operating systems and applications for ECHO project in JTH and spokes (other facilities)
- Supporting the roll-out of the video conferencing system in the hub and spokes
- Monitoring and maintaining computer systems and networks;



- Supporting the roll-out of the video conferencing system in the hub and spokes
- Monitoring and maintaining computer systems and networks;
- Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues;
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults;
- Replacing parts as required;
- Providing support, including procedural documentation and relevant reports;
- Following diagrams and written instructions to repair a fault or set up a system;
- Conducting electrical safety checks on computer equipment for the new video conferencing system.
- Ensure adequate backup and security for all users at hub and spokes

Support to ICAP staff in Juba and sates

- Provide technical support to all ICAP South Sudan staff in all IT-related issues as the first point of contact;
- Conduct routine network administration, hardware and software maintenance/troubleshooting and electrical safety checks on computer equipment.
- Installing and configuring computer hardware and software systems and applications for ICAP staff in Juba and across the states
- Serve as ICAP south Soudan IT focal point
- Setting up new users' accounts and profiles and dealing with password issues for ICAP staff
- Do other activities as required

Support to M & E Team

- Develop databases in consultation with M & E team
- Automate and support development of electronic medical records in collaboration with M & E team
- Support M & E team to create real time data collection platforms using DHIS
- Provide any other IT related support to the M & E team
- Support M & E team in collecting data from the field
- Support M & E team in providing IT related trainings to Juba and facility staff

Qualifications and experience

Qualifications:

- Business information technology;
- Computer networking and hardware;
- computer science;
- computer software development;



Required experience

- At least four years' experience in an IT support role
- a good memory of how software and operating systems work;
- excellent listening and questioning skills, combined with the ability to interact confidently with clients to establish what the problem is and explain the solution
- Ability to work well in a team;
- Possess strong problem solving skills;
- Ability to prioritize workload;
- Attention to detail.

Note: This is a local hire position and the successful candidate will be an employee of ICAP in South Sudan subject to the local terms and conditions of employment which includes a competitive salary and benefits package.

How to apply:

Please forward your resume or CV to icap-jobs-southsudan@columbia.edu Please indicate you are applying for the "IT Officer" in the subject line of your email. Or you can deliver your application and CV to ICAP office located next to **American Resident** or **Non-violence** office in Kololo.

Application Deadline is on Friday October 13, 2017

NB: Only those who are shortlisted will be contacted

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