IntraHealth INTERNATIONAL

Because Health Workers Save Lives.

IntraHealth International Inc., CDC Project – Juba, South Sudan

Vacancy Announcement

Job Title : Health Information Systems Administrator
(DHIS2 Systems Administrator)
Location : Juba, South Sudan
Contract Type : Regular dependent on funding
Supervisor : Health Information System Developer
No. of Post : 1 position
Duration : Regular with 3 months probationary period
Application Deadline: 4th May 2021
Start Date : ASAP

[Ministry of Labour stamp: 15 APR 2021, Republic of South Sudan, Juba]

BACKGROUND:

IntraHealth International, Inc. is a US based NGO with offices in over 30 African countries including South Sudan. Currently, IntraHealth is implementing four successful U.S government funded projects in South Sudan. With funding from US Centers for Diseases Control and Prevention (CDC) and in collaboration with Government of South Sudan Ministry of Health (MOH), South Sudan AIDS Commission, IntraHealth is implementing Strengthening National Capacity for Integrated HIV/AIDS Health Data Collection, Use, and Dissemination in Support of an Evidence-based Response in South Sudan under the President's Emergency Plan for AIDS Relief (PEPFAR) project.

PROJECT DESCRIPTION AND SUMMARY OF ROLE

IntraHealth International is anticipating funding from CDC to support the Ministry of Health (MOH) strengthen the capacity of South Sudan Public Health Institute; the surveillance, data management systems and processes and county-level M&E capacity for disease outbreak emergency response in South Sudan. In addition, IntraHealth in collaboration with the MOH and partners to improve the availability, quality, synthesis and communication of multi disease health data in the country. S/he will be based at the MOH and will lead server management and maintenance. S/he evaluates, designs, implements and maintains databases, and provides software-related technical support; provides backup support with server administration, user account maintenance, network security, system documentation, and help-desk support functions; and participates in planning and implementation of upgrades and technology enhancements. S/he produces routine daily, monthly and special reports and is also responsible for basic

database system modifications in response to needs and day-to-day system integrity, including recommending strategies to ensure data integrity.

ESSENTIAL FUNCTIONS/TASKS

- Design a web-based application/platform which serves as a central repository for all data, information and reports.
- Design, develop and maintain data exchange interfaces and mechanisms with external partners and data collection focal points.
- Plan and coordinate day-to-day operational activities and tasks related to the improvement of existing technical databases, data warehouse, web services, web applications and modules according to the strategic plan and client requests.
- Continuously analyses data collection and management systems, as well as content quality, identify gaps and problems, and suggest solutions.
- Liaise with partner organizations and collaborating departments /programs at the MOH regarding information exchange and harmonization of data management systems.
- Write technical procedures and documentation for the applications including operating procedures, user guides and more.
- Works with IT colleagues to ensure hardware, software and security details of the systems work together to support the data structures, use and successful retrieval of all data.
- Train staff on the use of the standard software applications/databases, as needed.
- Develops and produces accurate and timely routine and special reports, and perform data retrievals for staff as needed, and is the point person for managing custom reporting requests
- Oversees day-to-day integrity of database and database procedures, which may include conducting weekly and monthly audits of data to confirm use of accurate entry processes; identifying and eliminating duplicate records; archiving of records with no activity for specified period; and maintaining users security settings.
- Ensure 24/7 availability of databases, establish and implement back up procedures for data on the servers
- Assist in the creation of the system design and functional specifications for new DHIS 2 projects.
- Coordinate DHIS 2 configuration development for multiple projects
- Test and modify system installations to ensure that that they operate reliably.
- Troubleshoot technical issues and identify modifications needed in existing applications to meet changing user requirements.
- Provide SQL administration in live and test environments.
- Find, diagnose, report and fix bugs and other technical problems and maintain a log of the issues.
- Investigate and resolve application functionality related issues and provide troubleshooting for the HMIS.

- Implement GIS server and client online mapping in order to provide strong visualization of data from the warehouse.
- Remains informed on software updates, upgrades and additional services

EDUCATION/EXPERIENCE REQUIREMENTS

- Bachelor's degree or higher in Computer Science or related field and certification in Database Management
- At least 5 years of experience in managing complex databases within an organization.
- Advanced database management skills in DHIS2, Systems analysis, design, implementation, integration of databases and migration of data into DHIS2
- Knowledge and ability to provide principles and processes for providing excellent user services which includes user needs assessment, meeting quality standards for services, and evaluation of user satisfaction.
- Knowledge of REST APIs
- Experience in IT hardware management, server management, and data security management, capacity building, data analysis and use of information and performance management
- DHIS2 Server Administration Certification
- DHIS2 Web Apps Development Certification
- Expert Setting up SSL and Firewalls
- Experience setting up and managing cloud servers
- Experience managing a national/local database
- Must possess verifiable experience using PostgreSQL DB
- Experience setting up mobile data collection on DHIS2 (Tracker, Events and Aggregate)
- Strong English writing skills and ability to communicate clearly and efficiently in email correspondence
- Ability to manage multiple complex, detail oriented tasks at once with limited supervision.
- Ability to work in a dynamic and agile environment with changing requirements and priorities while completing tasks in a timely manner.
- Ability to work independently and within a team environment, with some of the team members being remote and providing support.
- Strong communication skills and an eye for detail
- An understanding of public health sector and corresponding business processes; experience working on CDC/USAID or other donor-funded projects is a plus
- Ability and willingness to work extra time under difficult conditions

OTHER SKILLS

- Excellent interpersonal skills and demonstrated ability to interact professionally with diverse people, clients, and consultants.
- Strong coordination, communication, and organizational skills.
- Competences in assessing priorities manage a variety of activities (multi-tasking)

in a time-sensitive manner and meet deadlines with attention to detail and quality
- Fluent in spoken and written English.
- Good report writing and presentation skills.

COMPETENCIES

- **Strategic Thinking** -Applies organizational knowledge to identify and maintain focus on key success factors for IntraHealth while recognizing, anticipating, and resolving organizational challenges. Ability to develop organization and industry-specific expertise and apply sound decision-making processes to reach productive resolutions that translates strategy into actionable business plans. Attention to details is particularly important.
- **Innovation** - Develops new, better or significantly different ideas, methods, solutions or initiatives that result in improvement of IntraHealth performance and meeting objectives, results and global commitments.
- **Client Relationship Management** -Knowledge and ability to determine and satisfy client needs (internally and externally) and maintain partnering and productive relationships during engagements, including influencing, communicating, presenting, facilitating, and managing new relationships
- **Accountability** - Holds self and others accountable for all work activities, research and personal actions and decisions; follows through on commitments and focuses on those activities that have the greatest impact on meeting measurable high-quality results for IntraHealth success. Exercises ethical practices, respectful words and behaviors, and equitable treatment of others in all activities.
- **Service Excellence** - Knowledge of and ability to put into action customer service concepts, processes and techniques to access internal and/or external client needs and expectations and meet or exceed those needs and expectations through providing excellent service directly or indirectly.
- **Effective Communication (Oral and Written)** - Understands effective communication concepts, tools and techniques; ability to effectively transmit, explain complex technical concepts in simple, clear language appropriate to the audience; and receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors
- **Planning and Organizing** - Develops clear goals that are consistent with agreed upon strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate time and resources for completing work; foresees risks and allows for contingencies when planning; and monitors and adjusts plans and actions as necessary.
- **Interpersonal Relationships** - Knowledge of and the ability to effectively interact within and across Divisions, Departments/Country Offices in a constructive and collaborative manner.

Due to the urgency to fill this position, applications will be reviewed on a rolling basis.

This position is open to South Sudanese nationals ONLY.

Application Procedure

Interested and competent candidates should send their application Letter, copy of National ID card, Academic Credentials and a Curriculum Vitae (CV) including contact details of 3 professional references who must be the most recent or current supervisor. Use this email address for submission Recruitment-SS@intrahealth.org

Hard copies of applications can also be dropped at IntraHealth International office located at Juba Nabari near American Residence, opposition Watoto Church, Plot No. 187 Block 3-K South, to the attention of the Human Resource Department.

Deadline for receiving applications is 17:00 hrs South Sudan Time on or before 4th May 2021.

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IntraHealth International is an Equal Opportunity/Affirmative Action Employer

INTRAHEALTH
INTERNATIONAL INC.
PLOT # 187 Block 3K
JUBA NABARI,
SOUTH SUDAN

MINISTRY OF LABOUR
15 APR 2021
REPUBLIC OF SOUTH SUDAN, JUBA