



THE NAIROBI HOSPITAL

Career Opportunity

The Nairobi Hospital, a leading health care institution in Eastern Africa has an excellent career opportunity for an individual who possesses a passion for excellence, strong work ethic, results oriented and committed to continuous improvement. The successful candidate will be a team player with the ability to effectively provide strategic and operational support to The Nairobi Hospital leaders and employees on Information, Communication & Technology (ICT) functions across the organization in a highly client-focused manner and in line with our Strategic Plan (2019-2024).

MANAGER BUSINESS APPLICATIONS REF: TNH/HRD/MBA/12/2023

Reporting to the Head of ICT, the successful candidate will be responsible for the creation of IT software and enhancements to existing IT systems from concept to launch in order to produce testable, well validated incremental software solutions and improvements to existing software in line with the Hospital's technology requirements.

ROLES AND RESPONSIBILITIES

- Develop software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle.
- Develop features across multiple subsystems within the Hospital's applications, including collaboration in requirements definition, prototyping, design, coding, testing and deployment.
- Understand how the Hospital's applications operate, are structured, and how end users interact with them.
- Provide software engineering support when building, deploying, configuring, and supporting systems for end users.
- Assist to define plans for standardizing, scaling, and enhancing our products and the services utilized to deploy/install/release those products.
- Investigate, analyse and make recommendations to management regarding technology improvements, upgrades and modifications.
- Determine operational feasibility by evaluating analysis, problem definition, requirements, solution development, and proposed solutions.

- Document and demonstrate solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code.
- Prepare and install solutions by determining and designing system specifications, standards, and programming;
- Improve operations by conducting systems analysis; recommending changes in policies and procedures;
- Provide information by collecting, analysing, and summarizing development and service issues.
- Work with development teams (internal and external) to deliver working software.
- Use and choose strategies and techniques for delivery with the team.
- Ensure the team is focused on delivering the cycle with valuable and working software components.
- Challenge stories where the change doesn't deliver end user value or well-formed acceptance criteria.
- Assess and suggest technical solutions to user requirements.
- Collaborate with the team on each sprint objective and understanding the work involved, making trade-offs where necessary.
- Collaborate with test professionals to develop a test-driven environment to develop software in a confident manner with automatic repeatable tests.
- Ensure product security and protection of Intellectual Property.
- Ensure team effort is not wasteful and use appropriate source control technologies in accordance with Good Industry Practice.
- Risk assess new work and ensure security and data protection concerns are paramount;
- Participate and run post cycle retrospectives.
- Learn and absorb best practice, changes in current thinking and knowledge from the wider software creation world, and bring that learning in the Hospital.
- Develop and train other team members, including assisting with technical issues and ensuring knowledge is shared appropriately leading to continuous improvements within the team.
- Identify, deploy and motivate the development and applications support team including performance appraisal, identification of training needs, mentorship and coaching as well as leave and absence management in line with the hospital's people agenda.
- Any other responsibilities that may be assigned to the job holder by the supervisor from time to time.

EDUCATION AND EXPERIENCE

- Bachelor's degree in Information Technology, Computer Science, Computer Information System, Software Engineering or any other equivalent field.
- Professional IT qualifications such as MCSE, MTA, or Oracle are an added advantage.
- Minimum of 8 years ICT experience preferably in implementation of Enterprise-wide systems with 5 years at the management level.

CORE COMPETENCIES

- Project management skills.
- Knowledge recent development web application
- Ability to lead, influence and drive change initiatives in support of business strategies within the department/unit.
- Knowledge of automated software and system management tools.
- Knowledge of system and software quality assurance best practices and methodologies.
- Knowledge of core software applications, including Oracle JDE/Fusion, marketing tools, Microsoft office and application development tools.
- Knowledge of programming languages, including MS SQL, C#.Net, ASP.Net, MVC, IBM iSeries, DB2, JavaScript, JQuery, CSS, and other Web Technologies,
- Knowledge of database design and file management techniques.
- Knowledge of network and operating systems including iSeries, Window Server and desktop OS.
- Knowledge of network hardware, protocols, and standards.
- Leadership and people management including performance management, coaching & mentoring.
- Demonstrated business acumen - able to create IT strategy and actions that impact business success.
- High-level interpersonal and cross-cultural skills, including ability to build consensus, alliances and collaborative relationships with sensitivity to diversity/inclusion.
- Creativity and innovation skills, with ability to use technology and other modern tools to drive decision making and implementation.
- Strategic thinking and decision making- ability to consider emerging trends/developments and long-term opportunities for the Hospital.
- Professionalism and integrity in line with the Hospital's values.
- High-level oral and written communication skills.
- Critical and analytical thinking and problem solving skills
- Personal motivation and drive exhibited through commitment to hard work, continuous improvement and achievement of goals.

- Good customer relationship management skills (internal and external customers)

If your background, experience and competence match the above specifications, please send us your application (cover letter & CV/Resume) quoting the job reference number, testimonials and full contact details of 3 referees, to reach the undersigned not later than **13th December 2023**. Only shortlisted candidates will be contacted. We shall **ONLY** accept **ONLINE** applications and contact **SHORTLISTED** candidates.

THE NAIROBI HOSPITAL DOES NOT CHARGE RECRUITMENT FEES.

**Human Resources Manager
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NAIROBI**

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