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 add value to enabling good patient outcomes and shape best clinical and non-clinical practice in line with our Strategic Plan (2019-2024).

SYSTEMS ADMINISTRATOR   **REF: TNH/HRD/SA/07/2023**

The role of the Systems Administrator is to establish and maintain integrity of work products using configuration identification, configuration control, configuration status accounting and configuration audits of the hospital information systems in order to ensure they are running optimally to support the hospital's technology requirements.

ROLES AND RESPONSIBILITIES:

Reporting to the Senior Systems Administrator, the candidate shall be responsible for the following tasks amongst others:-

a) Ensure the availability, performance and evolution of the Hospital's ICT systems, including the Hospital Information Management system;

b) Maintain and improve the system environments – including Databases and Operating Systems of the Hospital's business systems;

c) Analyse, document and propose solutions for Hospital wide business areas and preparation of both technical and functional specifications (TSS & FSS);

d) Manage, support, administer, maintain, improve and optimize the ICT environment of the core Hospital information system and other business systems, including the hosting operating system and database;

e) System optimization through system monitoring, analysis and development in order to ensure that the various managed and supported systems provides the requisite functionality required by business;

f) Provide ICT support to the Hospital Information Systems and other Business systems by providing technical assistance, analysis and solutions to issues reported or escalated from the service desk and the Daily COB (Close of Business) activities

are performed across all Hospital Information Systems platforms as per the documented procedures;

g) Ensure proper working of live system without interrupting any services to end users;

h) Support and monitor users' activity under Hospital Information Systems;

i) Perform day to day operations and processes to support smooth business operation under the Hospital Information Systems;

j) Complete tasks, related to Closing of Business (COB including Pre-COB, Post-COB and backup/restoration procedures) and report accordingly;

k) Participate in implementation of IT projects;

l) Learn, understand and implement/execute new solutions; and

m) Any other responsibilities that may be assigned to the job holder by the supervisor from time to time.

Working relationships

Internal Relationships: Nursing, Medical Services, Supply Chain, Legal, Internal Audit, Risk and Compliance, Operations, Catering, Human Resources and other user departments, OPCs.

External Relationships: Vendors of IT hardware.

Knowledge, experience and qualifications required

- Bachelor of Science degree in Computer Science, Information Technology or any other related field from a recognized institution.
- Certification in Database Management
- Minimum of 5 years' ICT experience with 3 years at a supervisory level.

Competencies

Technical & Behavioural competencies

- Thorough knowledge of Oracle and UNIX.
- Proven experience in supporting a core software application.
- Practical proven experience in support and troubleshooting of core software applications, web technology (JBoss / Tomcat) and programming in Info-basic.
- Proven experience in systems analysis, design, implementation and support.
- Proven knowledge of Hospital operations, operations in business units and business impact analysis.
- Thorough knowledge of the Hospital Information Systems.
- Working knowledge of at least one 4G programming language – C#, C++, Java, HTML/XML.

- Technical skills to effectively perform system administration, systems analysis, business needs analysis, troubleshooting and deliver structured solutions in a manner that consistently produces a high quality of service.
- Experience in Unix/Linux/Windows Server.
- Development experience including Menu, Version, Enquiries & Batch set-up.
- Good understanding of overall core software architecture and working mechanism.
- Working experience with CBS Live Support and Development.
- Interpersonal and cross-cultural skills, including ability to build collaborative relationships with sensitivity to diversity/inclusion.
- Creativity and innovation skills.
- Action oriented.
- Quality focus and attention to detail.
- Professionalism and integrity in line with the Hospital's values.
- Good 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).

QUALIFICATIONS, SKILLS AND EXPERIENCE

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- Certification in Database Management
- Minimum of 5 years' ICT experience with 3 years at a supervisory level

If your background, experience and competence match the above specifications, please send us your application (cover letter & CV/Resume) quoting the job reference number, your current remuneration, testimonials and full contact details of 3 referees, to reach the undersigned not later than **10ᵀᴴ JULY 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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