CAREER OPPORTUNITY

The Nairobi Hospital, a leading health care institution in the region 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, and well informed with the ability to effectively add value to enable good outcomes in line with our Strategic Plan (2025-2029).

SYSTEMS ANALYST & LIMS ADMINISTRATOR REF: TNH/HRD/SALA/07/2025

The Systems Analyst & LIMS Administrator is responsible for technical specifications and system requirements of all specialized software for example LIMS, RIS/PAC etc that need to be integrated into the HMIS. Integrate new systems with existing infrastructure and applications management, configuration, and support of the LabWare Laboratory Information Management System (LIMS).

ROLES AND RESPONSIBILITIES
LIMS Management:
a) **Requirement Gathering:**
   i. Collaborate with stakeholders to identify and document system requirements.
   ii. Conduct regular meetings to understand and prioritize user needs.
b) **System Configuration:**
   i. Configure and customize LabWare LIMS to meet the identified requirements.
   ii. Ensure proper documentation of configurations and changes.
c) **Testing and Quality Assurance:**
   i. Develop and execute test plans to ensure the system meets functional and performance specifications.
   ii. Identify and resolve any issues or defects.
d) **User Training and Rollout:**
   i. Develop training materials and conduct training sessions for end-users.
   ii. Support the rollout process, ensuring smooth implementation and user adoption.
e) **Equipment Integration and Crystal Report Configurations:**
   i. Integrate laboratory equipment with the LIMS for seamless data transfer.
   ii. Configure and maintain Crystal Reports for data analysis and reporting.
f) **Continued System Administration:**
   i. Provide ongoing support and maintenance for the LabWare LIMS.

  ii. Perform regular system updates, backups, and performance tuning.

General Systems Administration:
 a) **Infrastructure Management:**
  i. Maintain and support IT infrastructure, including servers, networks, and storage systems.
  ii. Ensure system security and data integrity.

 b) **User Support:**
  i. Provide technical support to end-users, resolving issues promptly.
  ii. Manage user accounts and access permissions.
 c) **System Monitoring and Performance:**
  i. Monitor system performance and ensure optimal operation.
  ii. Implement and maintain system monitoring tools.
 d) **Backup and Recovery:**
  i. Develop and manage backup and recovery procedures.
  ii. Ensure data is securely backed up and can be restored in case of failure.
 e) **Documentation:**
  i. Maintain comprehensive documentation of systems, configurations, and procedures.
  ii. Ensure documentation is up-to-date and accessible.

Working relationships

Internal:
- Work closely with laboratory staff, including scientists and technicians, to understand their needs and provide support.
- Collaborate with IT team members to ensure the overall IT infrastructure supports business requirements.
- Regular interaction with the Quality Assurance team to ensure system compliance with regulatory standards.

External:
- Coordinate with LabWare support for system-related issues and updates.
- Work with external vendors and service providers for equipment integration and technical support.
- Engage with consultants and contractors for specialized projects or system enhancements.

EDUCATION AND EXPERIENCE

Knowledge:
- In-depth knowledge of LabWare LIMS configuration and administration.
- Strong understanding of laboratory processes and equipment.
- Proficiency in IT infrastructure management, including networks, servers, and storage systems.

Experience:
- Minimum of 3-5 years of experience in systems administration.
- At least 2 years of hands-on experience with LabWare LIMS.
- Experience with equipment integration and data reporting tools like Crystal Reports.

Qualifications:
- Bachelor's degree in computer science, Information Technology, or a related field.

Relevant certifications in LabWare LIMS and systems administration (e.g., CompTIA Server+, Microsoft Certified Systems Administrator).

<u>**CORE COMPETENCIES**</u>
Key Technical Competencies:
a) **LabWare LIMS Expertise:**
   i. Proficiency in configuring and managing LabWare LIMS.
   ii. Strong understanding of LIMS modules, workflows, and integration points.
b) **Systems Administration:**
   i. In-depth knowledge of server and network administration.
   ii. Experience with virtualization technologies (e.g., VMware, Hyper-V).

c) **Database Management:**
   i. Proficient in managing and maintaining databases (e.g., SQL Server, Oracle).
   ii. Ability to write and optimize SQL queries.
d) **Scripting and Automation:**
   i. Experience with scripting languages (e.g., PowerShell, Python) for automation.
   ii. Ability to develop and maintain automation scripts to streamline processes.
e) **Equipment Integration:**
   i. Knowledge of laboratory equipment and their integration with LIMS.
   ii. Experience in configuring and troubleshooting data communication between lab instruments and LIMS.
f) **Reporting Tools:**
   i. Proficiency in Crystal Reports or similar reporting tools.
   ii. Ability to design, develop, and maintain custom reports.
g) **IT Security:**
   i. Understanding of cybersecurity principles and practices.
   ii. Experience in implementing and maintaining security protocols and procedures.
h) **Backup and Recovery:**
   i. Knowledge of backup and recovery solutions and strategies.
   ii. Experience in implementing and managing backup solutions.
i) **Performance Monitoring:**
   i. Proficiency in using monitoring tools to track system performance and availability.
   ii. Ability to identify and resolve performance bottlenecks.

Key Behavioural Competencies:-
a) **Problem-Solving:**
   i. Strong analytical and critical thinking skills.

    ii.   Ability to troubleshoot and resolve complex technical issues efficiently.

b) **Communication:**
    i.   Excellent verbal and written communication skills.
    ii.   Ability to convey technical information to non-technical stakeholders.

c) **Collaboration:**
    i.   Proven ability to work effectively in a team environment.
    ii.   Strong interpersonal skills and ability to build relationships with internal and external stakeholders.

d) **Attention to Detail:**
    i.   High level of accuracy and attention to detail.
    ii.   Commitment to ensuring system configurations and changes are thoroughly documented.

e) **Adaptability:**
    i.   Flexibility to adapt to changing priorities and requirements.
    ii.   Ability to learn new technologies and systems quickly.

f) **Time Management:**
    i.   Strong organizational and time management skills.
    ii.   Ability to manage multiple tasks and projects simultaneously.

g) **Customer Service Orientation:**
    i.   Focus on providing excellent support and service to end-users.
    ii.   Ability to understand user needs and respond promptly and effectively.

h) **Initiative:**
    i.   Proactive approach to identifying and addressing potential issues.
    ii.   Willingness to take ownership of projects and drive them to successful completion.

i) **Continuous Improvement:**
    i.   Commitment to continuous learning and professional development.

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 **3rd August 2025**. Only shortlisted candidates will be contacted. We shall **ONLY** accept **ONLINE** applications and contact **SHORTLISTED** candidates.

*The Nairobi Hospital does **NOT** charge recruitment fees.*
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