CALLING ALL GRADUATES

Institute for Health Measurements Southern Africa (IHM) and Challenges Zambia (CGZ) is recruiting interns for our Graduate trainee programme.

Available Positions for our Graduate Trainee Programme:

- **Clinical Business Analysis Intern**

Reports To:	Clinical Informatics specialist
Responsible for:	**Support in Collaborative Work:** Assist senior analysts in liaising with various levels of clinical staff, specifically focusing on the advanced functionalities and modules of SmartCare. Engage with MOH/PEPFAR implementing partners to understand the unique requirements of SmartCare in different clinical settings. **Requirement Gathering:** Support in gathering detailed requirements for SmartCare, emphasizing its advanced clinical features and integrations. Collaborate with clinical staff to understand the specific needs and challenges of SmartCare Plus in their workflows. **System Analysis:** Assist in reviewing and analysing the advanced functionalities of SmartCare Plus, ensuring that the system meets the requirements of modern clinical settings. Provide feedback on the user experience and interface of SmartCare Plus,

suggesting improvements based on feedback from clinical staff.

- **Clinical Data Analysis:** Learn and utilize SmartCare Plus's data analytics tools to identify opportunities to improve patient care and outcomes. Assist in generating reports and insights specific to SmartCare Plus's advanced clinical modules.
- **Incident Assessment:** Support in assessing and prioritizing clinical incidents specific to SmartCare Plus, ensuring that the system's advanced features are functioning optimally. Collaborate with the technical team to troubleshoot and resolve issues related to SmartCare Plus.
- **Testing and Validation:** Participate in rigorous testing of SmartCare Plus's advanced clinical features, ensuring that they meet the standards of modern clinical settings. Assist in creating detailed test documentation for User Acceptance Testing (UAT) specific to SmartCare Plus.
- **Training Support:** Collaborate with training teams to develop materials that address the unique features of SmartCare Plus. Assist in facilitating training sessions, ensuring that clinical staff are well-equipped to use SmartCare Plus to its full potential.
- **Documentation:** Work with technical teams to document advanced clinical processes and procedures specific to SmartCare Plus. Assist in maintaining a comprehensive knowledge base for SmartCare Plus, ensuring that all documentation is up-to-date and relevant.   Use MS Word to draft, edit, and finalize documentation related to SmartCare Plus. Utilize MS Excel for data analysis, creating charts, and generating reports specific to SmartCare Plus's advanced clinical modules. Prepare presentations using MS PowerPoint to showcase findings, updates, or training materials related to SmartCare Plus.

Academic & Educational Qualification:	Pursuing or preferably recently completed a clinical course/degree.
Knowledge and Experience:	- Understanding of the SmartCare Plus and Legacy applications. - Strong interest in supporting users in the health sector, especially within advanced clinical settings.
Skills and Competencies:	Excellent communication skills, both verbal and written.

- Ability to handle sensitive information with discretion.
- Team player with a willingness to learn and collaborate.
- Strong organizational skills and ability to manage time effectively.

- **Business Development Intern**

Reports To:	Business Development Officer
Responsible for:	- Conduct market research to identify potential clients, industry trends, and emerging opportunities. - Analyze competitors and their strategies to support our market positioning. - Identify and prospect potential business leads through various channels, including online research and social media platforms. - Maintain a database of leads and their contact information. - Collaborate with sales representatives to develop strategies for client engagement and retention. - Communicate with clients and prospects via email, phone calls, and meetings to understand their needs and offer our solutions. - Provide excellent customer service and address client inquiries effectively. - Attending industry-related events, conferences, and networking opportunities to establish connections and promote our brand. - Represent IHM in a professional and positive manner. - Collect and analyze data related to sales and business development efforts to track progress and recommend improvements. - Prepare reports and presentations summarizing findings and insights. - Collaborate with cross-functional teams, including marketing, product development, and customer support, to ensure seamless operations and client satisfaction.
Academic & Educational Qualification:	Currently pursuing or preferably, recently competed a bachelor's or master's degree in business, Marketing, or a related field. Strong interest in business development and sales. Excellent communication and interpersonal skills. Ability to work independently and as part of a team.

	Proficiency in Microsoft Office Suite. Highly organized and detail oriented. Eagerness to learn and adapt in a fast-paced environment.
Knowledge and Experience:	- Experience with business development - Experience with marketing research - Experience with sales and marketing software - Experience with public speaking
Skills and Competencies:	- Hands-on and eager to learn. - Excellent communication and interpersonal skills. - Strong organizational and time management skills. - Ability to work independently and as part of a team. - Creativity and a big interest in technology.

- **Capacity Building and Adoption Intern**

Reports To:	Capacity Building and Adoption Manager
Responsible for:	- Assist in the planning, coordination, and execution of capacity-building programs, workshops, and training sessions. - Collaborate with program managers to ensure smooth program logistics and participant engagement. - Help identify and reach out to potential program participants, partners, and stakeholders. - Assist in maintaining participant databases and contact lists. - Assist in creating and updating training materials, presentations, and resources for capacity-building programs. - Ensure that training materials are organized and readily accessible. - Assist in analyzing program data and feedback to evaluate effectiveness and make improvements. - Help in drafting program reports, case studies, and success stories. - Support communication efforts by creating content for newsletters, social media, and website updates. - Participate in post-program evaluations and surveys. - Summarize findings and make recommendations for program enhancements. - Administrative Support: - Provide general administrative support to the capacity-building team, including scheduling

Academic & Educational Qualification:	- Currently pursuing or preferably, recently competed a bachelor's or master's degree in a relevant field (e.g., Education, Social Sciences, International Development). - Strong passion for capacity building and community development. - Excellent organizational and time management skills. - Effective written and verbal communication skills. - Proficiency in Microsoft Office Suite and basic data analysis tools. - Detail-oriented with a commitment to accuracy. - Self-motivated, adaptable, and a team player.
Knowledge and Experience:	- Experience with capacity building and adoption - Experience with adult education - Experience with training and development - Experience with research and analysis
Skills and Competencies:	- Excellent communication skills, both verbal and written. - Ability to handle sensitive information with discretion. - Team player with a willingness to learn and collaborate. - Strong organizational skills and ability to manage time effectively.

Note: "meetings, managing calendars, and handling correspondence."

- **Finance Intern**

Reports To:	Finance Specialist
Responsible for:	**Tax Compliance and Reporting:** Assist in the preparation and filing of tax returns, including income tax, sales tax, and other applicable taxes. Analyze and interpret tax regulations to ensure compliance with local, state, and federal tax laws. **Financial Analysis:** Conduct financial data analysis to support decision-making processes. Prepare financial reports, forecasts, and projections. Assist in identifying cost-saving opportunities and revenue enhancement strategies. **Data Management:** Maintain and organize financial records and documents. Perform data entry and

	ensure data accuracy. Support the development and maintenance of financial databases.
	• **Collaboration and Communication:** Work closely with team members to achieve departmental goals. Communicate financial information effectively to both finance and non-finance stakeholders. Participate in team meetings and contribute ideas and insights.
	• **Continuous Learning:** Stay updated on changes in tax regulations and financial industry trends. Seek opportunities for professional development and growth within the finance field using the available platform
Academic & Educational Qualification:	• Currently pursuing or preferably, recently competed a bachelor's or master's degree in finance, Accounting, or a related field. • Strong interest in finance and accounting • Basic understanding of financial principles and concepts. • Proficiency in Microsoft Excel and financial software (e.g., QuickBooks, SAP). • Strong analytical and problem-solving skills. • Attention to detail and a commitment to accuracy. • Effective communication and teamwork skills • ACCA level 2 or greater
Knowledge and Experience:	Work experience in a finance role is required.
Skills and Competencies:	• Strong analytical and problem-solving skills • Proficiency with Sage Evolution • Familiarity with taxation policies • Ability to initiate, file, and store records correctly (records management) • Ethically upright

- **Graphic Designer Intern**

Reports To:	Communication Manager
Responsible for:	• Assist in creating eye-catching graphics, illustrations, and visual content for various digital and print media. • Design marketing materials, including social media graphics, flyers, brochures, infographics, and presentations.

	- Create engaging visuals that align with our brand identity and messaging. - Image Editing and Retouching: - Edit and retouch photos to enhance their quality and ensure consistency in visual content. - Optimize images for web and print use. - Assist in developing and maintaining brand guidelines to ensure consistent branding across all materials. - Contribute to branding initiatives and projects. - Create graphics and visuals for website banners, buttons, and other web elements. - Create custom illustrations, icons, and graphics to enhance digital and print materials. - Incorporate illustrations into various design projects. - Assist in designing graphics and assets for video content, including video intros, lower thirds, and animations. - Collaborate with video editors to ensure visual consistency. - Stay updated on design trends, emerging tools, and best practices. - Contribute to creative brainstorming and idea generation.
Academic & Educational Qualification:	Currently pursuing or preferably, recently competed a degree in Graphic Design, Visual Communication, or a related field.
Knowledge and Experience:	- Proficiency in graphic design software such as Adobe Creative Suite (Photoshop, Illustrator, InDesign). - Experience with social media management - Experience with videography and photography - Experience with copywriting and copy editing. - Experience with UX and UI design. - Experience with print product packaging (magazines, newsletters, and presentations). - Experience with infographics.
Skills and Competencies:	- Strong design skills and proficiency with Adobe Creative Suite. - Excellent communication and interpersonal skills. - Ability to work independently and as part of a team. - Creative and innovative thinking skills. - Willingness to travel.

- **Human Resource Intern**

Reports To:	Human Resource Officer
Responsibilities:	- Support the onboarding process for new employees, including preparing orientation materials, conducting orientations, and ensuring a smooth integration into the company. - Assist in maintaining accurate HR records, including personnel files, employee databases, and digital HR systems. - Ensure compliance with data protection and confidentiality policies. - Respond to employee inquiries and provide support on HR-related matters. - Assist in employee engagement initiatives and activities. - Assist in ensuring that company HR policies and procedures are followed. - Assist in organizing training sessions, workshops, and development programs for employees. - Maintain training records and evaluations. - Support the performance appraisal process by gathering data, preparing forms, and assisting in documentation. - Track and report on performance review completion. - Assist in benefits administration tasks, including enrolment, claims processing, and inquiries. - Assist in conducting exit interviews and analyzing feedback to identify trends and areas for improvement. - Prepare exit documentation and conduct exit processes. - Compile HR-related data and assist in preparing regular and ad-hoc reports for management. - Contribute to various HR projects and initiatives as assigned by HR managers. - Collaborate with HR team members on departmental goals.
Academic & Educational Qualification:	Currently pursuing or preferably, recently competed a degree in Human Resources, Business Administration, or a related field.
Knowledge and Experience:	No working experience required.
Skills and Competencies:	Strong interest in HR and talent management.

- **National Datawarehouse Intern**

Reports To:	National Datawarehouse Specialist
Responsibilities:	- Assist in the extraction, transformation, and loading (ETL) processes to transfer data from various sources into the national data warehouse. - Validate and clean data to ensure accuracy and consistency. - Support routine data warehouse maintenance tasks, including data updates, data model optimization, and performance tuning. - Troubleshoot and resolve data quality issues. - Collaborate with data integration teams to ensure seamless integration of new data sources and datasets into the warehouse. - Assist in designing and developing data integration solutions. - Create and maintain documentation related to data sources, data models, and ETL processes. - Ensure comprehensive and up-to-date metadata records. - Assist in creating and maintaining reporting and analytics tools that leverage data from the warehouse. - Collaborate with analysts to support data-driven decision-making. - Contribute to data security and compliance efforts by adhering to data access controls and privacy regulations. - Assist in implementing and monitoring data security measures. - Provide user support and training to internal stakeholders who access and use data from the warehouse. - Address user inquiries and assist in troubleshooting data-related issues. - Participate in data quality assurance activities, including data profiling, validation, and reconciliation. - Identify and rectify data anomalies and discrepancies.

	• Assist in monitoring data warehouse performance and optimizing query performance.
Academic & Educational Qualification:	• Currently pursuing or preferably, recently competed a degree in Data Science, Computer Science, Information Technology, or a related field. • Strong interest in data management, data warehousing, and analytics. • Proficiency in SQL and familiarity with ETL tools and processes.
Knowledge and Experience:	• Experience with cloud computing platforms (e.g AWS, Azure. GCP) • Experience with data engineering tools and technologies • Experience with statistical analysis tools and technologies.
Skills and Competencies:	• Strong analytical and problem-solving skills. • Effective communication and teamwork skills. • Detail-oriented with a commitment to data accuracy. • Ability to handle confidential and sensitive data responsibly. • Knowledge of data privacy and compliance regulations is a plus.

• **Service Desk Intern**

Reports To:	Service Desk Officer
Responsibilities:	• Assist in providing first-level technical support to end-users via phone, email, or in-person. • Respond to user inquiries, troubleshoot technical issues, and provide solutions or escalate as necessary. • Help in recording and categorizing incoming service requests and incidents in the IT service management system. • Monitor and track the progress of open tickets and ensure timely resolution. • Assist users with password resets, account unlocks, and access requests. • Manage user accounts, permissions, and access rights according to established policies.

	- Aid in diagnosing hardware and software problems and assist in resolving or escalating technical issues to appropriate teams. - Assist with software installations and updates. - Contribute to the creation and maintenance of knowledge base articles and documentation. - Document common issues and resolutions for future reference. - Provide remote desktop assistance to users, ensuring that remote troubleshooting is efficient and effective. - Utilize remote support tools to access and resolve issues on users' computers. - Assist in tracking IT assets, including computers, peripherals, and software licenses. - Update asset records and conduct periodic audits. - Assist in developing and delivering user training sessions and workshops on IT best practices and common issues prevention. - Identify opportunities for service desk process improvements and suggest enhancements to increase efficiency and user satisfaction. - Generate and provide regular reports on service desk performance, incident trends, and user feedback to IT management. - Ad-hoc Projects: - Participate in IT projects and initiatives as assigned by IT managers. - Collaborate with IT teams on special projects and technology rollouts.
Academic & Educational Qualification:	Must be enrolled in a bachelor's degree program in computer science, information technology, or a related field.
Knowledge and Experience:	- Currently pursuing or preferably, recently competed a degree in Information Technology, Computer Science, or a related field. - Basic knowledge in computer networking and database management.
Skills and Competencies:	- Strong interest in IT support and service desk operations. - Basic understanding of computer hardware, software, and operating systems. - Excellent problem-solving and communication skills. - Customer-focused with a commitment to providing exceptional user support.

	- Ability to work well in a team and collaborate with colleagues. - Eagerness to learn and adapt in a fast-paced IT environment.

- **Software Developer Intern**

Reports To:	Chief Technology Officer
Responsibilities:	- Assist in developing software applications, features, or components under the guidance of experienced developers. - Write, test, and debug code to ensure optimal functionality. - Participate in software design discussions and contribute to the creation of software architecture and system design. - Collaborate with the development team to plan and implement software projects. - Help identify, report, and troubleshoot software bugs and issues. - Contribute to bug-fixing efforts and test software changes. - Use version control systems (e.g., Git) to manage and track code changes. - Follow best practices for collaborative development. - Create and maintain technical documentation, including code comments and developer guides. - Document software design decisions and implementation details. - Participate in unit testing, integration testing, and quality assurance processes. - Collaborate with QA testers to identify and resolve issues. - Familiarize yourself with development tools, libraries, and frameworks used within the organization. - Stay updated on software development trends and best practices. - Participate in code reviews to learn from senior developers and improve code quality. - Provide constructive feedback during code reviews. - Work closely with cross-functional teams, including product managers, designers, and QA engineers, to deliver high-quality software products. - Contribute to special software development projects and initiatives as assigned by CTO. - Collaborate with the development team on specific project goals.
Academic & Educational Qualification:	Currently pursuing or preferably, recently competeda degree in Computer Science, Software Engineering, or a

	related field.
Knowledge and Experience:	• Strong interest in software development and programming. • Familiarity with programming languages (e.g., Java, Python, C++, JavaScript) and development concepts. • Problem-solving skills and attention to detail. • Effective communication and teamwork skills. • Eagerness to learn and adapt to new technologies and development methodologies.
Skills and Competencies:	• Strong programming skills in one or more languages (e.g., C#, Java, Python, JavaScript). • Ability to work independently and as part of a team. • Excellent problem-solving and analytical skills.

Who are we looking for?

We are looking for highly motivated people with professional attitudes who are able to work with the team and possess exceptional problem solving skills, willingness to learn.

The Graduate Trainee Programme is a **6 month placement programme** with IHM in Lusaka, Zambia which is set to begin in **January of 2024**. Successful candidates will be selected and receive initial training from Challenges Zambia. In addition to the initial pre-placement training, Challenges Zambia will provide continuous mentorship to ensure professional development during their placement.

Please note:

No job description can be all embracing. Associated duties, which can be reasonably considered to be part of the job, shall form part of the job responsibilities. In addition, if required, all candidates may be allocated to other temporary duties, provided these are in keeping with his / her status and experience.

How To Apply

Send your CV and Cover letter and any supporting documentation to this email address: **Zambia@thechallengesgroup.com**. **Your subject line must state the position you are applying for. Any applications that do not follow these guidelines will not be considered.**

Do feel free to reach out to us if you have any questions using the same email address.

Close of applications will be 31st October 2023 at 00:00.