VACANCY

Baobab Health Trust is an not-for-profit making organization, aimed at leading the improvement of health care through Information and Communication Technology in the developing world. We are doing so, by working closely together with the Ministry of Health in Malawi. At the core of our system is a clinical touchscreen appliance that provides assistance to nurses and clinicians as they treat their patients. The touchscreen application guides health care workers through treatment protocol and simultaneously collects data that is needed by the Ministry of Health. Baobab Health Trust is inviting applications from suitably qualified, motivated, hardworking and enthusiastic individuals of Malawi origin to fill the positions on **1 year renewable contracts** as follows;

1. Operations Manager (Lilongwe)

Basic function of the job:

The incumbent will among other things be responsible for ensuring that high quality hardware, networking and electronic systems are designed, developed and maintained in liaison with other technical personnel within the agreed time-lines including directing, guiding and mentoring the Operations Department team.

Duties and Responsibilities;

Responsibilities will include, but are not limited to the following:

1. Supervise departmental staff in accordance with company policies and procedures.
2. Conduct interviews, hire new staff, and provide employee orientation in collaboration with the Director of Operations and the Human resource office.
3. Establish employee goals and conduct employee performance reviews including Scheduling and conducting department meetings.
4. Responsible to meet department productivity and quality goals.
5. Plan and develop systems and procedures to improve the operating quality and efficiency of the department.
6. Analyze and document business processes and problems. Develop solutions to enhance efficiencies.
7. Assist staff to resolve complex operation problems.
8. Report to Director of Operations on department operations following laid down processes.
9. Perform large scale project planning for installation, procurement, maintenance and support of systems.
10. Lead the department in research and development processes to ensure continuous improvement and innovation of Baobab solutions.
11. Develop Budgets for operations department and review of organizational ICT policy
12. Responsible for all electrical power systems at Baobab Health Trust. Ensuring that the sites have reliable power backup solutions. Ensuring that Baobab Offices have reliable and efficient power solutions.
13. Participate in meetings concerning large scale planning with partner institutions, including providing technical expertise, staying up-to-date with plans of institutions.

Qualifications, experience and key competencies required:

- Masters Degree in Electrical Engineering/ Electronics / Computer Hardware or related field.
- Extensive experience and relevant qualifications / certifications in Computer Networking and Telecommunication systems
- Minimum of three years experience in Networking, data communication, Linux configuration, electronics and Computer Hardware
- Excellent oral and demonstrated written communication skills to perform among others system documentation.

- Experience and knowledge in working with alternative energy sources.
- Self motivation and the capability to operate independently
- Able to design, implement and maintain electrical power systems including power backup systems.

2. Training Officer (Lilongwe)

Basic function of the Job:
The incumbent will be mainly responsible for Monitoring, Administration and Support of Baobab Health information systems, in the field and at the office, in liaison with the Software Development and Operations Departments.

Duties and Responsibilities;
Responsibilities will include, but not limited to the following:
1. Monitor usage of the electronic system by users such as nurses, clinicians and clerks to check quality of usage and to give feedback to software developers on further improvement opportunities.
2. Perform Baobab system deployments and system updates at Health care centers in Malawi in cooperation with the Operations, Development and Support departments, MoH and other partners.
3. Review various documents such as user training manuals, he/she will contribute to the report on lessons learned, documentation to further improve how we operate, and others in cooperation with various departments at Baobab Health Trust.
4. Develop and organize training aids, user education materials and patient education materials to ensure efficient and high quality delivery on trainings and knowledge transfer to stakeholders at various levels.
5. Produce reports on trainings conducted and manage a database of trained staff.
6. Work with the rest of the team in the department on the general support of systems.

Qualifications, experience and key competencies required:
- Bachelor of science degree in Computing, Information Technology or Public Health.
- At least 2 year of work experience in Information Technology support in a public health setting.
- Fluency in both spoken and written English and Chichewa languages.
- The Job holder will have knowledge of software and hardware.
- A good knowledge of the Healthcare systems in Malawi will be considered as a strong plus
- The position requires demonstrated excellent interpersonal skill. Good oral and written communication skills are a must.
- Proof of Trainer of Trainers skills will be an added advantage.
- The position requires ability to report, train, trouble shoot at sites. Insight in relational databases, Linux system will be a strong plus.
- Good monitoring and Evaluation skills will be a plus.
- The incumbent will have skills to multi-task, a willingness to travel, is independent, mature and able to work under time-pressure.
- Ability to contribute at high level meetings.
- Ability to identify challenges and offer solutions.
- A strong sense of accountability towards deliverables.

3. Software Deployment & Support Officer (1 Lilongwe & 3 Blantyre)

Basic function of the Job:
The incumbent will be mainly responsible for Monitoring, Administration and Support of Baobab Health information systems, in the field and at the office, in liaison with the Software Development and Operations Departments.

Duties and Responsibilities;
Responsibilities will include, but not limited to the following:
1. Perform regular clinic visits where the Baobab Electronic Data system is installed to monitor and solve problems. Communicate issues to colleagues at Baobab when support is demanded, to ensure issues are solved satisfactorily.
2. Monitor usage of the electronic system by users such as nurses, clinicians and clerks to check quality of usage and to give feedback to software developers on further improvement opportunities.
3. Perform Baobab system deployments and system updates at Health care centers in Malawi in cooperation with the Operations, Development and Support departments, MoH and other partners.
4. Review various documents such as user training manuals, he/she will contribute to the report on

lessons learned, documentation to further improve how we operate, and others in cooperation with various departments at Baobab Health Trust.
5. Deliver quarterly cohort reports (and others) to MOH and other stakeholders.
6. Conduct end-to-end system tests to ensure specifications compliance.
7. Evaluate reports upon implementation.

Qualifications, experience and key competencies required:
- Bachelor of science degree in Computing, Information Technology or Public Health.
- At least 1 year of work experience in Information Technology support in a public health setting.
- Fluency in both spoken and written English and Chichewa languages.
- The Job holder will have knowledge of software and hardware.
- A good knowledge of the Healthcare systems in Malawi will be considered as a strong plus
- The position requires ability to report, train, trouble shoot at sites. Insight in relational databases, Linux system will be a strong plus.
- SQL and programming will be considered a strong plus.
- Good monitoring and Evaluation skills will be a plus.
- The incumbent will have skills to multi-task, a willingness to travel, is independent, mature and able to work under time-pressure.
- Basic understanding of the software design process is a strong plus.
- The position requires demonstrated excellent interpersonal skill.
- Ability to contribute at high level meetings
- Good oral and written communication skills are a must
- Ability to identify challenges and offer solutions
- A strong sense of accountability towards deliverables

4. Finance and Administrative Assistant (Lilongwe)

Basic function of the Job:
The Incumbent will be mainly responsible in assisting the Director of Finance and Administration in compiling first level financial information (posting transactions in the accounting system/maintenance of the general ledger). This information will be used by the DOFA and Finance Officer to prepare Donor Financial reports, budgets, cashflows and other financial forecasts.

Duties and Responsibilities;
Responsibilities will include, but not limited to the following:
1. Posting transactions in the accounting system (maintenance of the general ledger)
2. Preparation of bank reconciliations
3. Maintenance of petty cash
4. Maintenance of the fixed asset register
5. Handle bank withdraws and deposits
6. Prepare on-line banking payments for approval
7. Assist in handling audits e.g submitting supporting documents as requested by auditors.
8. Checking field trips expense liquidations, and ensure that any cash not spent is deposited on time.
9. File supporting documents in logical order
10. Receive and process all invoices, expense forms and requests for payment.
11. General administrative duties as may be assigned from time to time.

Qualifications, experience and key competencies required:
- At least a Diploma in Accountancy, preferably PAEC. Those pursuing professional qualification will have an added advantage.
- At least 3 years of progressive work experience, preferably donor funded projects.
- Fluency in both spoken and written English and Chichewa languages.
- Proficient in use of software packages, knowledge of open source financial software packages is a
- Excellent communication, organizational and reporting skills, team player, trustworthy and responsible.
- Excellent knowledge and skills of SAGE accounting package is a MUST
- Good organization and administrative skills
- Excellent attention to detail

5. Administrative Secretary (Lilongwe)

Basic function of the Job:
The Incumbent will provide high and low-level administrative support by preparing reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff.

Duties and Responsibilities;
Responsibilities will include, but not limited to the following:

1. Welcoming, greeting visitors and directing them to necessary offices.

2. Manage the Diary of the Executive Director in terms of making sure that all appointment are in order, arrange and confirm appointments including arranging for meetings and taking minutes accordingly.

3. Typing other correspondences as requested by senior officers, open, sort, and distribute incoming correspondence, including faxes and email.

4. Maintaining a file of Baobab correspondence, retrieve documents, records, and reports including setting up and maintain filing systems

5. Manage office cleaning supplies and ensure that there is enough supply for the cleaners to use

6. Assist in ensuring cleanliness of the Office

7. Organize and coordinate meetings, conferences, travel arrangements including providing refreshments, taking, typing and distributing minutes of meetings

Qualifications, experience and key competencies required:

- At least an Advanced Certificate in Secretarial Studies/ a certificate in Business Administration
- At least 3 years experience in office administration
- Fluency in both spoken and written English and Chichewa languages.
- A good knowledge of Customer Care will be considered as a strong plus
- Knowledge and experience of relevant software applications - spreadsheets, word processing, and database management
- Excellent interpersonal, typing skills
- Good problem solving skills
- Works precisely and pays close attention to details
- Able to maintain confidentiality
- Excellent organizational skills and able to prioritize and manage multiple tasks simultaneously.

If you meet the above requirements, deliver your application letters, up-to-date CV with 3 traceable referees to the address below:

The Human Resources Lead
Baobab Health Trust
P.O BOX 31797
Lilongwe 3
E-mail: hr@baobabhealth.org

The last day to receive applications is 08th February, 2013. **Interview's to be conducted in week 8 2013. Date of Commencement : 4th March, 2013**

Only shortlisted candidates will be acknowledged

" Baobab is an Equal opportunity Employer"