ICT Infrastructure Support Coordinator:

Number of positions: One

Duty station: ICAP Ethiopia head office (Addis Ababa)

Job Summary:

Under the supervision of the HIS Deployment & Support Team Lead, the ICT Infrastructure Support Coordinator will coordinate expert technical design, implementation, and support of WAN and LAN/VPN infrastructure for health institutions to support critical eHealth systems such as Central Data Repository/Datawarehouse, and in accordance with the current cybersecurity best practice and high performance, availability, and fault tolerance in target.

Duties and Responsibilities:

- Coordinate ICT Infrastructure deployment and maintenance/troubleshooting activities for Health Institutions at all regions.
- Provide expert technical design, configuration, implementation, support, and maintenance of ICT infrastructure including server operating systems, networking equipment, storage, and compute both on premise and cloud
- Design, implement and manage infrastructure in accordance with current and emerging security best practice and where necessary with highly available workloads using server clustering techniques and/or application load balancing both on premise and in the cloud.
- Work with MoH and other stakeholders on HealthNet VPN performance/security enhancement, expansion and maintenance
- Monitor system performance and resource requirements, specify/recommend and install system upgrades.
- Putting appropriate disaster recovery mechanisms in place for critical systems and support/follow up the implementation.
- Troubleshoot ICT Infrastructure related issues to resolution.

- Manages/deploy multiple servers, and workstations, ensuring proper integration of the systems

- Provide technical assistance on Health Information Systems deployment, upgrading, updating and maintenance/troubleshooting activities for Health Institutions in different regions.

- Capacitate IT professionals on computer hardware and network, operating system and database maintenance and troubleshooting

- Plan and implement system security policy, to include firewalls, host and client access, file permissions, and user privileges.

- Develop and timely submit weekly, monthly and quarterly reports on ICT Infrastructure related activities at all levels.

- Carry out other tasks as required

Qualification and Required Skills

- Bachelor's degree, preferably in Computer Science, Information Technology, Computer Engineering, or electrical engineering or related IT discipline and MCSE and CCNA certified

- At least ten years of experience in mission critical ICT Infrastructure (WAN, LAN) design, deployment, and maintenance.

- Strong technical skills and understanding of high-level ICT Infrastructure design, system administration and networking, system security, and maintenance

- Proven experience of network design and networking as well as providing continuous supporting systems

- Experience on virtualization technologies (VMware and Hyper-V) and opensource server operating systems is highly advantageous

- Strong oral and written communication skills in English as well as local working languages.