Position Title: Informatics and IT Officer

Reports to: SI Coordinator
Employment Type: Full-time
Job Location: Geita
Travel: Up to 60% in intervention districts outside of job location

Overall Job Function:
This position aims to strengthen the geographical information systems, and applications developments, including customization of existing open platforms available, relational database design, data transfer, and application of inter-operability of data systems in the region. The Informatics & IT Officer will train and support electronic tools and systems, developing user capacity in data capture and use applications. S/he will develop a clear understanding of ICAP program data needs indicators, targets, aggregated and patient-level data points, and program management systems. In addition, s/he is responsible for all IT matters arising in the office, including maintenance troubleshooting staff laptops, office IT equipment, server room, etc. S/he will be responsible for ensuring the continuity of system services for users by providing the technical expertise, technical assistance, and project coordination necessary to install/repair hardware, software, resolve other technical problems and supporting day-to-day user's activities.

Specific Responsibilities and Duties:
- Contribute to the design and development of health informatics projects, and maintain a robust knowledge management system, including data validation, access, security, and descriptive analyses in collaboration with the SI team.
- Support data entry, export, and import in the PEPFAR database, organizational data warehouse, and DHIS2, and ensure data accuracy and completeness across all supported sites in the EMR (CTC2 database).
- Monitor and support the stability of service delivery infrastructure at the site level and implement m-Health solutions for real-time data transmission and report sharing.
- Work closely with end users to identify opportunities for improved data management and delivery and assist in integrating and optimizing healthcare-related software applications nationally.
- Ensure data quality through routine field validations and audits on health informatics systems, and support data collection activities for routine program reporting.
- Handle IT inquiries and provide first-line support to regional users while escalating complex issues to the IT office in Dar es Salaam.
- Maintain an updated ICT hardware inventory, perform configurations, updates, and repairs on hardware and software, and monitor the operation and security of computer systems in line with ICAP SOP.
- Manage users' access requests and authorizations for information systems, process requests for information system changes, and identify emerging system needs to meet programming requirements.

- Monitor the operation and security of computer systems and ensure that they are used as per ICAP SOP.
- Assist with software and hardware installation, upgrades, and troubleshooting to optimize workstation performance.
- Perform any other tasks as assigned by supervisor.

Qualifications, Knowledge, and Skills:
- **Required Education**: Bachelor's degree in computer science, information technology, computer engineering, information science, or other related field with experience in computer programming or health informatics.
- **Required Technical Experience**: Minimum 3 years of experience in data information systems, programming applications, health informatics, and/or database development and management in a health setting.
    - o **Preferred**: Familiarity with PEPFAR-funded HIV programs
- Excellent written and verbal communication skills with fluency in English required.
- Strong computer skills (MS Excel, Access, Word, and PowerPoint at the minimum; preferred proficiency with statistical Software such as SAS and SPSS).
- Ability to provide high quality technical assistance to regional offices.
- Ability to lead and work with a diverse team.
- Ability to work independently with minimal supervision and strong problem-solving skills.
- Flexibility to work after normal working hours and on weekends with significant travel outside of duty station.
- Familiarity with Tanzanian context; fluency in Kiswahili required.

To apply please visit: **https://icapacity.icap.columbia.edu**