

## VACANCY

<b>Job title:</b>	M-Health Supervisor (Synch) WRHI – CDC
<b>Type:</b>	Permanent <input checked="" type="checkbox"/> Fixed Term <input type="checkbox"/> Temporary <input type="checkbox"/>
<b>Main purpose of the job:</b>	To support ICT technicians and provide user support and customer service on SyNCH applications and platforms at healthcare facilities. Troubleshoot problems and advise on the appropriate action to end users at the different facilities where the SyNCH program is implemented. The senior helpdesk ICT Technician will be the person that will collate all support to the district to ensure timeous submissions of all Regions reports aligned to M&E monitoring on the SyNCH project.
<b>Location:</b>	Ekurhuleni
<b>Closing date:</b>	15 October 2021
<p>In accordance with our Employment Equity goals and plan, preference will be given to suitable applicants from designated groups as defined in the Employment Equity Act 55 of 1998 and subsequent amendments thereto. Our Organisation maintains a Mandatory COVID-19 requirement and as such only COVID-19 Vaccinated incumbents will be considered for positions.</p>	

### Key performance areas

- To provide on-going support to ICT Technicians and end users at public health facilities on the usage of all national systems in the District.
- Build and maintain partnerships with public health facility staff; in particular the facility Manager and end users utilising the systems.
- To ensure facilities are expecting SyNCH ICT Technician.
- Interact with colleagues and project management to ensure fulfilment of project objectives and reporting requirements
- Support timeous submission of required solution export files and reporting.
- Support the development and implementation of Gophelega work plans to ensure timeous achievement of project deliverables
- Utilising the Wits RHI operations call-log system for monitoring purposes
- To manage asset registers for purchased hardware
- To support national helpdesk and provincial helpdesk with troubleshooting issues
- Provide information technology services that respond to client and stakeholder needs
- Take ownership and accountability for tasks and demonstrate effective self-management.
- Follow through to ensure that quality and productivity standards of own work are consistently and accurately maintained.
- Maintain a positive attitude and respond openly to feedback.
- Take ownership for driving own career development by participating in ongoing training and development activities such as workshops, forums, conferences etc.
- Adhere to allocated allowances
- Ensure to follow Wits RHI policies and procedures to maximize cost effectiveness
- Comply with financial policies and audit standards.

### Required minimum education and training

- IT related university degree or equivalent, experience with the application of IT related knowledge in the field.

### **Desirable additional education, work experience and personal abilities**

- Advanced knowledge in implementing information systems is an advantage.
- Ability to think and plan operationally, to liaise with people at all levels of the health facility. Ability to analyse and interpret technical information.
- Ability to manage staff in a participative and empowering way, excellent communication and writing skills.
- Advanced computer literacy
- MS Excel®
- MS Word®
- MS PowerPoint®
- Internet
- Hardware and software management

### **Required minimum work experience**

- At least 2 – 4 years relevant experience in software/ICT implementation.

### **Demands of the job**

- Ability to train client staff on usage of the IT systems being implemented, evaluate effectiveness of the system usage retraining of Wits RHI staff and DoH staff when needed and work independently.
- The person needs to respond to requests for technical assistance in person, via phone, chat forums or email; trouble shoot and resolve technical hardware and software issues as well as following guidelines on the referrals to helpdesk.
- Travelling (own transport) and overtime may be required from time to time. Must be contactable after hours for any unplanned emergencies or queries.

### **Communications and relationships**

- Dynamic, enthusiastic, and proactive, good interpersonal skills, ability to build and work in a team as well as work independently, confident in applying IT knowledge, excellent time management, commitment to equity and cultural diversity.

Should you be interested in applying for this vacancy, please apply via the link on the career page. Please include the following documentation:

- ID/Passport, Qualification, CV, and Vaccination card