



JOB DESCRIPTION

IDENTIFICATION	
JOB TITLE	ERP Officer
REPORTING TO	Technical Lead ERP TNT
DEPARTMENT	Information & Communication Technology (ICT)
UNIT	Global Fund Projects
DURATION OF CONTRACT	16 Months
DUTY STATION	Ministry of Health (Afya Annex)/The National Treasury Nairobi

Amref Health Africa was founded in 1957 and has since grown to become the largest African-based international health development organisation; currently implementing more than 180 projects, reaching more than 40 million people across 35 African countries; and a staff complement of over 2,000. Headquartered in Nairobi, Kenya, Amref Health Africa has offices in nine countries in Africa – Ethiopia, Guinea (Conakry), Kenya, Malawi, Senegal, South Sudan, Tanzania, Uganda and Zambia. An additional eleven advocacy and fundraising offices are located in Europe and North America.

Amref Health Africa is driven by its vision of *'Lasting health change in Africa'* and its mission *'To catalyze and drive community-led and people-centred health systems while addressing social determinants of health'*. We believe that the power to transform Africa's health lies within its communities, and therefore strive to ensure that health systems are not only functional but that communities are empowered to hold these systems accountable for the delivery of quality and affordable health care.

JOB PURPOSE

Reporting to the Technical Lead ERP at The National Treasury, the role holder will assist in requirement gathering, fit gap analysis, training and general support of the newly implemented Microsoft Dynamics 365 ERP at the National Treasury and the Ministry of Health to support the Global Fund activities in the country (GFTNT). This will result in full adoption, enhancement, utilization, compliance and ease of use of the ERP by the said entities.

PRIMARY RESPONSIBILITIES

KEY AREA	ACTIVITIES
Requirements Management	<ul style="list-style-type: none"> Offer guidance on techniques to gather information at the right level of detail and scope to represent all of the stakeholder's needs, and the ability to ask questions that lead to an understanding of the business need rather than what they want. Be actively involved in system requirements gathering for various systems and product enhancement of the GFTNT ERP and related systems.
Data Analysis	<ul style="list-style-type: none"> Work with cross-functional teams to identify and understand business challenges. Identify the underlying data sets that would be investigated to address the challenges.

	<ul style="list-style-type: none"> • Generate insightful data visualizations to provide actionable strategic insights. • Present such findings to the business teams and with recommended solutions.
Stakeholders Analysis	<ul style="list-style-type: none"> • Provide support to all systems and manage all requests for systems and assist to resolve all issues. • Conduct usability tests and ensure that user interface meets user requirements. • Provide reference for users by writing and maintaining user documentation, providing level 1 and level 2 support and training to users.
Training	<ul style="list-style-type: none"> • Conduct systems training needs assessment by collecting information pertaining to work procedures, work flow, and reports; understanding job-specific functions and tasks. • Assist with assessing individual/group training needs. • Plan, prepare and research on different training areas for the users. • Organizing and promoting different webinars for awareness and updates for the systems. • Developing and delivering programmes of learning activities. • To prepare learning materials and videos for the users. • Conduct training to program staff as per the plan and need basis.
Systems Documentation	<ul style="list-style-type: none"> • Facilitate documentation of systems using different approaches such as use cases, activity diagrams, sequence diagrams and state charts, data dictionaries, class or entity relationship diagrams. • Maintain system protocols by documenting and updating procedures. • Maintain user confidence and protect operations by keeping information confidential. • Prepare technical reports by collecting, analyzing and summarizing information and trends. • Document system designs to ease in developing and future referencing.
Technology Updates	<ul style="list-style-type: none"> • Prepare technical reports by collecting, analyzing and summarizing information and trends. • Assist in implementation of controls by identifying problems and documenting improved procedures. • Ensure systems are in conformity with the current technology and platforms.

REQUIRED QUALIFICATIONS

Education and Professional Qualifications

- Bachelor's degree in Information Technology or related field from a recognized institution with in-depth understanding of business processes, especially financial
- Microsoft Dynamics related certification(s)
- Certification in Training will be an added advantage
- Training in Finance/Accounting will be an added advantage

Required Experience

- Minimum of three (3) years' experience in ERP implementation, training, data engineering, business intelligence, data science, or a related field

- Knowledge of Excel, Jet Reports and Microsoft Dynamics applications such as Microsoft Dynamics Navision and CRM will be an added advantage
- Knowledge and hands on experience of at least one Accounting Software preferably Microsoft Dynamics suite

Knowledge, Skills and Competencies

- Deep knowledge of ERP System Functional areas especially finance, procurement, human resources and grants management
- Ability to translate business needs and requirements into blended learning software training sessions in line with organization practices
- ERP Systems implementation skills
- General business processes analysis, interpretation and modelling skills
- Good understanding of implementation methodologies e.g. Sure Step Methodology
- Excellent training and documentation skills
- Time Management – setting and meeting goals
- Personal effectiveness
- High Achievement – focus on success of set goals
- Solving problems and making decisions
- Good interpersonal and relation skills
- Effective communication – training, presentation and writing
- Ability to work independently
- Team player with strong analytical and problem-solving skills
- **Required languages:** English (Spoken: fluent | Written: fluent)

How to apply

Interested? Please visit our website <https://amref.org/vacancies/> to make your application. You will be directed to our online portal where you will need to create an account in order for you to be able to submit your application. Your application should include a cover letter detailing why you are the best fit for this position and your CV with relevant skills and experience. Closing date will be **March 22, 2023**. Only shortlisted candidates will be contacted.

Duly note that Amref Health Africa does not require applicants to pay any money at whatever stage of the recruitment and selection process and have not retained any agent in connection with recruitment. Although Amref may use different job boards from time to time to further spread its reach for applicants, all open vacancies are published on our website under the Vacancies page and on our official social media pages. Kindly also note that official emails from Amref Health Africa will arrive from an @amref.org address.

Amref Health Africa is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. Amref Health Africa is an equal opportunity employer and has a non-smoking environment policy.