



## THE NAIROBI HOSPITAL

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### CAREER OPPORTUNITY

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The Nairobi Hospital, a leading health care institution in Eastern Africa has an excellent career opportunity for an individual who possesses a passion for excellence, strong work ethic, results oriented and committed to continuous improvement. The successful candidate will be a team player with the ability to effectively add value to enabling good patient outcomes and shape best clinical and non-clinical practice in line with our Strategic Plan (2025-2029).

#### **SYSTEMS ADMINISTRATOR**

**REF: TNH/HRD/SA/01/2025**

The role of the Systems Administrator is to establish and maintain integrity of work products using configuration identification, configuration control, configuration status accounting and configuration audits of the hospital information systems to ensure they are running optimally to support the hospital's technology requirements.

The Systems Administrator will be responsible for the strategic management, optimization, and security of the hospital's IT infrastructure, ensuring high availability, scalability, and alignment with the hospital's operational goals. The role includes leading the administration of critical systems, databases, networks, and servers to support mission-critical healthcare applications and services.

#### **ROLES AND RESPONSIBILITIES:**

The candidate shall be responsible for the following tasks amongst others: -

- a) Ensure the availability, performance and evolution of the Hospital's ICT systems, including the Hospital Information Management system.

##### **1. Systems and Infrastructure Management:**

- Design, deploy, and manage robust IT infrastructure to support the hospital's operations, including on-premises and cloud-based solutions.
- Administer and optimize enterprise applications such as Hospital Information Systems (HIS), database platforms, and virtualization technologies (VMware, Hyper-V).
- Monitor and ensure uptime, performance, and security of core systems, including servers, databases, and networks.

- b) Maintain and improve the system environments – including Databases and Operating Systems of the Hospital's business systems.

##### **2. System Optimization and Maintenance:**

- Conduct proactive system monitoring, performance tuning, and capacity planning to ensure reliability and scalability.

- Oversee backup, disaster recovery, and business continuity planning for critical IT systems.
- Implement system upgrades, patches, and migrations while minimizing downtime and disruption to hospital operations.

### **3. Database Administration:**

- Manage hospital databases, ensuring optimal performance, data integrity, and availability.
- Implement and maintain database backup and recovery strategies in compliance with data protection regulations.
- Optimize database performance through indexing, query optimization, and resource management.

### **4. IT Security and Compliance:**

- Develop and enforce policies and procedures for IT security and compliance, including access controls, vulnerability management, and incident response.
- Ensure adherence to international standards and regulations, such as GDPR, HIPAA, and ISO 27001.
- Conduct periodic security audits and penetration testing to identify and mitigate vulnerabilities.

### **5. Project Implementation and Leadership:**

- Collaborate with cross-functional teams to deliver technical solutions that enhance operational efficiency and patient care.
- Provide mentorship and technical guidance to junior IT staff and ensure knowledge sharing across the team.

### **6. Support and Troubleshooting:**

- Serve as the escalation point for complex technical issues reported through the IT helpdesk.
- Perform root cause analysis and implement long-term solutions for recurring incidents.
- Develop and maintain comprehensive documentation of IT systems, configurations, and procedures.

- c) Analyse, document and propose solutions for Hospital wide business areas and preparation of both technical and functional specifications (TSS & FSS);
- d) Manage, support, administer, maintain, improve and optimize the ICT environment of the core Hospital information system and other business systems, including the hosting operating system and database;
- e) System optimization through system monitoring, analysis and development in order to ensure that the various managed and supported systems provides the requisite functionality required by business;

- f) Provide ICT support to the Hospital Information Systems and other Business systems by providing technical assistance, analysis and solutions to issues reported or escalated from the service desk and the Daily COB (Close of Business) activities are performed across all Hospital Information Systems platforms as per the documented procedures;
- g) Ensure proper working of live system without interrupting any services to end users;
- h) Support and monitor users' activity under Hospital Information Systems;
- i) Perform day to day operations and processes to support smooth business operation under the Hospital Information Systems;
- j) Complete tasks, related to Closing of Business (COB including Pre-COB, Post-COB and backup/restoration procedures) and report accordingly;
- k) Participate in implementation of IT projects;
- l) Learn, understand and implement/execute new solutions; and
- m) Any other responsibilities that may be assigned to the job holder by the supervisor from time to time.

### Working relationships

**Internal Relationships:** Nursing, Medical Services, Supply Chain, Legal, Internal Audit, Risk and Compliance, Operations, Catering, Human Resources and other user departments, OPCs.

**External Relationships:** Vendors of IT hardware.

### Competencies

#### Technical & Behavioural competencies

- Thorough knowledge of Oracle and UNIX.
  - **Technical Expertise:**
    - Advanced knowledge of operating systems (Windows, Linux, Unix) and enterprise applications.
    - Hands-on experience with virtualization platforms (e.g., VMware, Hyper-V) and cloud environments (AWS, Azure).
    - Expertise in database management, including performance tuning, backup strategies, and disaster recovery.
    - Proficiency in network protocols, firewall management, and load balancing.
  - **Security and Compliance:**
    - Strong knowledge of IT security best practices, risk assessment, and mitigation strategies.
    - Familiarity with compliance requirements in healthcare, including GDPR, HIPAA, and ISO standards.
  - **Analytical and Problem-Solving Skills:**
    - Ability to diagnose and resolve complex technical issues efficiently.
    - Strong critical thinking skills to optimize IT systems and processes.
  - **Leadership and Communication:**
    - Proven ability to lead, mentor, and collaborate with cross-functional teams.
    - Strong oral and written communication skills, including technical documentation.
  - **Customer Focus:**
    - Dedication to providing excellent IT support and enhancing user satisfaction.
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- Proven experience in supporting a core software application.
- Practical proven experience in support and troubleshooting of core software applications, web technology (JBoss / Tomcat) and programming in Info-basic.
- Proven experience in systems analysis, design, implementation and support.
- Proven knowledge of Hospital operations, operations in business units and business impact analysis.
- Thorough knowledge of the Hospital Information Systems.
- Working knowledge of at least one 4G programming language - C#, C++, Java, HTML/XML.
- Technical skills to effectively perform system administration, systems analysis, business needs analysis, troubleshooting and deliver structured solutions in a manner that consistently produces a high quality of service.
- Experience in Unix/Linux/Windows Server.
- Development experience including Menu, Version, Enquiries & Batch set-up.
- Good understanding of overall core software architecture and working mechanism.
- Working experience with CBS Live Support and Development.
- Interpersonal and cross-cultural skills, including ability to build collaborative relationships with sensitivity to diversity/inclusion.
- Creativity and innovation skills.
- Action oriented.
- Quality focus and attention to detail.
- Professionalism and integrity in line with the Hospital's values.
- Good oral and written communication skills.
- Critical and analytical thinking and problem-solving skills.
- Personal motivation and drive exhibited through commitment to hard work, continuous improvement and achievement of goals.
- Good customer relationship management skills (internal and external customers).

## QUALIFICATIONS, SKILLS AND EXPERIENCE

- Bachelor of Science degree in Computer Science, Information Technology or any other related field from a recognized institution.
- Minimum of 5 years' ICT experience with 2 years at a supervisory level

### Academic Qualifications:

- Bachelor's degree in computer science, Information Technology, or a related field from a recognized institution.

### Professional Certifications:

- Certification in IT Infrastructure or Systems Administration (e.g., MCSE, RHCSA, VMware Certified Professional).
- Network certifications such as CCNA or CCNP are an added advantage.

### Experience:

- Minimum of 5 years' experience in IT systems administration, with at least 2 years in a senior or supervisory role.
- Proven experience in managing large-scale IT infrastructures, including databases, servers, storage, and networks.

- Demonstrated experience with healthcare IT systems is highly desirable.

If your background, experience and competence match the above specifications, please send us your application (cover letter & CV/Resume) quoting the job reference number, your current remuneration, testimonials and full contact details of 3 referees, to reach the undersigned not later than **31<sup>st</sup> January 2025**. Only shortlisted candidates will be contacted. We shall **ONLY** accept **ONLINE** applications and contact **SHORTLISTED** candidates.

*The Nairobi Hospital does NOT charge recruitment fees.*

**Director Human Resources**

**The Nairobi Hospital**

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**NAIROBI**

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