

# EAST AFRICAN COMMUNITY

## EAST AFRICAN HEALTH RESEARCH COMMISSION



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### JOB OPPORTUNITY

The East African Health Research Commission (EAHRC) is an institution of the East African Community (EAC). EAC is a regional intergovernmental organization comprising the Republic of Burundi, the Republic of Kenya, the Republic of Rwanda, the Republic of South Sudan, the United Republic of Tanzania and the Republic of Uganda with its Headquarters in Arusha, Tanzania. The 5<sup>th</sup> Extra-Ordinary Summit of the EAC Heads of State held on 18<sup>th</sup> June 2007 in Kampala, Uganda established the EAHRC as a mechanism for making available to the community, advice upon all matters of health, health-related research and findings necessary for knowledge generation, technological development, policy formulation, practice and related matters.

In this regard, the EAHRC has established the East Africa (EA) Web Portal for health information which is a mechanism for collecting health information from different sources and create a single-point-of-access to the health information for stakeholders in the region and globally. The dynamic and interactive web portal offers a more structured, and navigable interface, allowing for browsing an organized hierarchy of categories of health information. Furthermore, the web portal showcases the capacity in health available in the region such as hospitals, medical universities, research institutions, and medical and pharmaceutical industries and their products. It hosts the EAHRC Journals and the East African Health and Scientific Conference websites. The East Africa web portal provides to the world a one-stop centre for comprehensive health information in East Africa.

The EAHRC Secretariat is recruiting an Assistant Web Administrator for the EA Web Portal for health information to serve at its Secretariat. This is an exciting opportunity for highly motivated and result-driven professionals who are citizens of East African Community Partner States (Burundi, Kenya, Rwanda, South Sudan, Tanzania and Uganda) to apply for this job.

**Job title:** Assistant Web Administrator  
**Department:** EAHRC Department of Knowledge Management  
**Current Scale/Grade:** G5  
**Job reports to:** ICT & Data base and Registries Officer  
**Duty Station:** Bujumbura, Burundi

### **Position Summary**

The Assistant Web Administrator will contribute to the provision of high quality and measurable ICT services to EAHRC by keeping the EA Web Portal for health information content maintained, updated, backed up, and fully functional. She/he will perform testing and quality assurance of the web portal and web applications and will work closely with the EAHRC staff and clients to make sure the EA Web Portal's user interface is easy to understand and efficient. The key areas of responsibilities include all the components of the EA Web Portal for health information that also include the EAHRC Journals and the EAHRC conferences websites, all the EAHRC Secretariat ICT services; and all related matters that are required for EAHRC to realize its vision, and execute its mission.

### **Duties and Responsibilities**

The Assistant Web Administrator will deliver the following duties and responsibilities in a manner that is consistent and cognizant of the EAHRC philosophy:

- i. Maintain the EA Web Portal system performance by performing system monitoring and analysis, and performance tuning; troubleshooting system hardware, software, and operating and system management systems; designing and running system load/stress testing.
- ii. Approve the content and links within the EA Web Portal and evaluate web portal's analytics, such as user feedback and traffic.
- iii. Collaborate with EAHRC teams to discuss, analyze, or resolve usability issues.
- iv. Administer the workflow of the EAHRC journals (EAHRJ, EASci) from electronic submission, review, to publication
- v. Support the teams of the journals (e.g. the editors-in-chief, editorial teams, editorial boards, authors, reviewers, managing editors, etc.)

- vi. Support conferences organized by EAHRC (e.g. the biennial Health and Scientific Conference, Digital health summit, etc.).
- vii. Support conferences organized by EAHRC stakeholders (e.g. National Focal Points, development partners, etc.) when required.
- viii. Manage the EAHRC conferences from pre-conference preparatory phase, the actual conference, and post-conference phase: setting up and managing the conference website, registration of participants (attendees, speakers, exhibitors, etc.), submission of abstracts, live streaming of conference, social media, podcasts, etc.
- ix. Identify or address interoperability requirements; track, compile, and analyze web portal usage data.
- x. Document application and web portal changes or change procedures.
- xi. Develop or implement procedures for ongoing EA Web Portal revision.
- xii. Test backup or recovery plans regularly and resolve any problems.
- xiii. Document installation or configuration procedures to allow maintenance and repetition.
- xiv. Recommend EA Web Portal improvements, and develop budgets to support recommendations.
- xv. Implement updates, upgrades, and patches in a timely manner to limit loss of service.
- xvi. Inform EA Web Portal users of problems, problem resolutions or application changes and updates.
- xvii. Perform user testing or usage analyses to determine EA Web Portal's effectiveness or usability.
- xviii. Correct testing-identified problems, or recommend actions for their resolution.
- xix. Gather, analyze, or document user feedback to locate or resolve sources of problems.
- xx. Develop EA Web Portal performance metrics.
- xxi. Review or update EA web portal components content or links in a timely manner, using appropriate tools.
- xxii. Monitor web developments through continuing education, reading, or participation in professional conferences, workshops, or groups.

- xxiii. Manage local, intra and wide area networks, bandwidth, e-security.
- xxiv. Embrace the Commission's vision and values and the ideals of the Commission towards service delivery.
- xxv. Put strategies to ensure accomplishment of the EAHRC objectives.
- xxvi. Undertake any other duties and responsibilities as may be assigned by the EAHRC management in order to meet personal, team, and EAHRC objectives.

### **Minimum Job Requirements**

#### **Academic and Professional Qualifications**

- Bachelor Degree in web administration or equivalent

#### **Work Experience**

- Proven experience in overall web administration/management

#### **Skills and competencies**

- English - Excellent (written, spoken) with academic evidence
- Skills in writing articles for journals/newspapers/electronic media.
- Knowledge of, and competence in modern web development tools, ICT systems e.g. HTML, PHP, MySQL and ICT systems administration and project management
- Practical experience/skills in managing database systems (e.g. database designing, database administration), and Web Content Management Systems
- Practical skills working with web hosting platforms
- Knowledge in business re-engineering and strategies, and systems analysis and design
- Familiar with tools in ICT security management
- Knowledge in managing emails
- Technical skills in drafting ICT-related specifications and contracts
- Practical skills in management and leadership of ICT-based health or health research projects/programmes
- Working experience in Network Administration (LAN, WAN)
- Experience in business continuity/disaster recovery management skills
- Familiar with the regional (EAC) and global health sector
- Experience in ICT applied to health care information management; Health Information Management Systems
- Practical skills to apply big data to health care
- A commitment to quality and the desire to excel.
- Ability to assist in the demonstration and training of staff in the use of ICT systems and programmes

#### **Eligibility for application**

Applicants from all six Partner States are eligible to apply for this job at the East African Health Research Commission.

All candidates applying must have qualifications that are recognized by the relevant national accreditation body in their respective countries. This condition is applicable for both locally and internationally attained qualifications.

### **Equal Opportunity**

The EAHRC is an equal opportunity employer. Female candidates are particularly encouraged to apply. EAHRC will only respond to those candidates who strictly meet the set requirements.

### **How to Apply**

Interested candidates who meet the qualification and experience requirements for the above mentioned job are advised to send their applications, detailed curriculum vitae, and photocopies of academic certificates and a copy of national identity card, birth certificate or national passport showing the date of birth.

Please quote the reference number on the subject of the email and forward to the address below.

Applications should be submitted electronically to the address with the subject head clearly indicating **“Assistant Web Administrator” (REF: EAHRC/2018-19/001)** below not later than **Friday 28 September 2018 17:00 Hrs (GMT+2)**

### **Important Note:**

- 1) Please submit your application electronically.
- 2) Applications which do not: indicate nationality and age; the reference number; an application letter attached; have certified copies of their academic degrees and other professional certificates; and do not provide three referees shall be disqualified
- 3) Only qualified candidates will be contacted
- 4) EAC Staff Rules and Regulations prevent consideration of applicants above 55 years of age

Please note that EAHRC does not require candidates to pay money for the recruitment process.

### **The Executive Secretary**

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