

## Helen Keller International JOB ANNOUNCEMENT

### DHIS2 System Administrator

*(Flexible location where Helen Keller has a presence in Africa)*

Guided by the remarkable legacy of its co-founder, Helen Keller, Helen Keller Intl partners with communities striving to overcome longstanding cycles of poverty. By delivering the essential building blocks of good health, sound nutrition and clear vision, we help millions of people create lasting change in their own lives. Working in more than 20 countries – across Africa, Asia, Europe and the United States – and together with a global community of supporters, we are ensuring every person has the opportunity – as Helen did – to reach their true potential.

Helen Keller has invested in the development of an organization-wide system for M&E program data based on the open-source DHIS2 platform to provide a variety of dashboards to communicate results and support programmatic decision-making. We are seeking a System Administrator to configure, maintain, and contribute to the continuous improvement of our DHIS2 platform. This position will also support Power BI analytics and reporting as part of the monitoring and evaluation (M&E) applications toolbox to support both programmatic as well as operational reporting needs for our programs. This position offers an opportunity to contribute to our mission and work closely with a dynamic team of professionals.

This is a local hire position to be based in one of Helen Keller's country offices. Compensation and benefits will be at the Grade L range in the relevant Africa country office and all local terms and conditions will apply.

### Responsibilities

#### System Configuration & Administration

- Develop and maintain programs, indicators, workflows and analytics in DHIS2 for specific projects, across program areas and for global metrics.
- Create and maintain assigned data integrations with third-party applications and/or custom tools for DHIS2 and Power BI.
- Liaise with support services from external vendor (BAO Systems) for any advanced configuration needs.

#### System Planning & Development

- Work with senior M&E and program leaders to plan for the use of DHIS2 for current and future programs and identify priority use cases for the upcoming expansion based on strategic objectives and opportunities.
- Analyse system resource needs for current and future uses and developments.
- Support the system development efforts, including drafting system requirements, specifications and implementation timelines for new global or project-specific DHIS2 use cases.
- Utilize analytics tools to track usage metrics of the DHIS2 system and identify patterns and areas for improvement.

### Dashboard and Report Design and Management

- Work with staff to identify, develop, and update project-specific dashboards and produce reports in both DHIS2 and Power BI, as needed.
- Maintain the existing set of global, finance and operations reports in Power BI, and respond to staff requests for modifications and new reports.

### User Support & Training

- Work with the senior M&E and Learning & Development colleagues, to develop and implement a comprehensive training program to onboard staff on how to navigate and utilize the DHIS2 system effectively, building on materials already developed by BAO Systems for Helen Keller.
- Support the development and implementation of training materials for any project-specific DHIS2 applications.
- Provide ongoing technical support to end-users and assist with system-related inquiries.
- Develop and maintain user documentation and conduct training sessions as needed.
- May be asked to travel internationally to support training.

### System Management & Maintenance

- Configure, monitor, and maintain the DHIS2 platform to ensure optimal performance.
- Manage user accounts and data access as identified by program staff in accordance with Global IS procedures.
- Monitor the ongoing development of the DHIS2 software and liaise with BAO Systems support resources to ensure implementation of system updates, patches, and enhancements as required.
- Work with BAO Systems support resources to troubleshoot and resolve technical issues in a timely manner.

### Security & Compliance

- Work with Systems & Applications staff to ensure DHIS2 system use is compliant with Helen Keller Data Security policies and procedures, as well as regulations that exist for specific programs, and national level or global level regulations.

### **Requirements**

- Bachelor's degree (master's degree preferred) in Computer Science, Information Technology, Health Informatics, or related field; plus
- A minimum of six to eight years directly relevant work experience including at least two years of demonstrated experience with DHIS2 administration, including configuration and implementation; or equivalent combination of education and experience.
- Demonstrated experience in developing dashboards in Power BI (in conjunction with DHIS2 or separately) or other similar data visualization software.
- Certifications in DHIS2 or related technologies.
- Demonstrated familiarity with database design and management.
- Knowledge of development of scripting and utility tools, such as Javascript (React), Python, R, HTML or SQL, and Web APIs.
- Experience with GitHub strongly preferred.
- English language skills required; French language skills **strongly** preferred.
- Strong problem-solving skills and ability to work independently. Ability to prioritize workload, assume responsibility for work, and follow through to completion.

- Excellent communication skills and the ability to collaborate with diverse teams.
- Experience working in a non-governmental or international development organization, or familiarity with international development sector.
- Experience liaising with vendors; experience managing vendors and/or projects preferred.
- Ability and willingness to work under pressure with a positive attitude, as a part of a global team. Collaborative, flexible and solution oriented.
- Ability and willingness to flex work hours to accommodate multiple time zones.
- Demonstrable respect for all persons regardless of religion, ethnicity, class or gender, with a high comfort level working in a diverse environment with a demonstrated commitment to high professional ethical standards.
- Personal commitment to Helen Keller's mission and goals and the values embodied by our namesake and co-founder: courage, integrity, rigor, and compassion.

**To Apply:**

Qualified candidates should submit a cover letter and resume to [hki.recruitment@hki.org](mailto:hki.recruitment@hki.org)  
Applications will be accepted until the position is filled.

*In the spirit of our founder and namesake, Helen Keller is dedicated to building an inclusive workforce where diversity in all its forms is fully valued.*

All qualified candidates will be considered for employment regardless of ethnicity, race, caste, colour, religion, sex, national origin, age, disability, or any other characteristic that does not affect the ability to perform the required duties.

**HELEN KELLER INTL**

- **DOES NOT CHARGE ANY FEES DURING THE ENTIRE RECRUITMENT PROCESS (JOB APPLICATION, TESTING, INTERVIEWS, FILE PROCESSING OR TRAINING)**
- **DOES NOT REQUEST INFORMATION ON CANDIDATES' BANK ACCOUNTS**
- **DOES NOT RECRUIT THROUGH A RECRUITMENT AGE**