



VACANCY ANNOUNCEMENT

The Lilongwe Institute of Orthopaedics and Neurosurgery (LION) is an autonomous not-for-profit institution managed by the LION Trust. LION functions as the Orthopaedics and Neurosurgery Department of Kamuzu Central Hospital and provides high-quality public and private healthcare services in trauma, orthopaedics, and neurosurgery. The Institute's goal is to reduce disability and its economic impact on individuals, families, and communities in Malawi.

LION invites applications from suitably qualified and experienced individuals to fill the following position:

ICT OFFICER

Contract Period: Two (2) years, renewable subject to satisfactory performance.

Reports to: ICT Manager

Job Summary

The ICT Officer is responsible for managing, maintaining, and supporting ICT infrastructure across all LION facilities, including the Hospital, Research Centre, and Haukeland House. The role ensures the reliable operation of clinical and administrative information systems, secure management of patient and institutional data, and uninterrupted access to ICT services.

Key Duties and Responsibilities

1. ICT Infrastructure Management

- Install, configure, maintain, and troubleshoot computer hardware, software, and ICT equipment, including printers, scanners, telephone systems, Wi-Fi routers, projectors, CCTV cameras, access control systems, and other electronic devices.
- Monitor, maintain, and optimize hospital networks, servers, internet connectivity, and wireless infrastructure.
- Ensure the availability, reliability, and optimal performance of ICT systems across all LION facilities.

- Recommend the procurement of ICT hardware, software, and related technologies to the ICT Manager.
- Develop and provide technical specifications for ICT equipment and systems to support procurement processes.

2. Hospital Information Systems Support

- Support the development, implementation, maintenance, and continuous improvement of the Electronic Patient Record (EPR) system.
- Conduct user training and promote the effective utilization of electronic patient records.
- Provide technical support for clinical systems, including Syngo Plaza, Radiology Information System (RIS), and Picture Archiving and Communication System (PACS).
- Coordinate system upgrades, testing, and implementation of new healthcare technologies.
- Assist healthcare professionals in the effective use of clinical information systems.

3. User Support and Help Desk Services

- Provide timely technical support to LION staff and authorized users.
- Diagnose and resolve hardware, software, network, and user access issues.
- Deliver user training on ICT systems, applications, and best practices.
- Respond promptly to ICT incidents and service requests to minimize operational downtime.

4. Data Security and Patient Confidentiality

- Implement and maintain cybersecurity measures to safeguard patient records and institutional information.
- Administer user accounts, passwords, and system access permissions.
- Monitor ICT systems for security threats, vulnerabilities, and unauthorized access.
- Ensure compliance with applicable data protection, privacy, and information security policies.

5. Data Backup and Disaster Recovery

- Perform routine system and data backups and regularly test data recovery procedures.
- Develop, implement, and maintain disaster recovery and business continuity plans.
- Ensure the availability and integrity of critical patient and operational data restoration mechanisms.

6. ICT Asset Management

- Maintain an accurate inventory of ICT equipment, software licences, and related assets.

- Monitor asset utilization, maintenance schedules, warranties, and replacement requirements.

7. Reporting and Documentation

- Prepare ICT performance, maintenance, and incident reports.
- Maintain documentation of system configurations, standard operating procedures, and technical guidelines.
- Keep comprehensive records of repairs, upgrades, maintenance activities, and user support services.
- Perform any other duties as assigned from time to time.

Qualifications and Experience

- Bachelor's degree in Information and Communication Technology (ICT), Computer Science, Information Systems, or an equivalent qualification from a recognized institution.
- A minimum of three (3) years' relevant work experience in ICT support or systems administration.

Required Skills and Competencies

- Strong knowledge of computer hardware, software, networking, servers, and ICT infrastructure.
- Demonstrated experience in installing, configuring, maintaining, and supporting ICT systems.
- Knowledge of Hospital Information Systems (HIS), Electronic Patient Records (EPR), and cybersecurity principles.
- Excellent troubleshooting, analytical, and problem-solving skills.
- Proficiency in Microsoft Office applications and ICT support tools.
- Good communication, interpersonal, and user support skills.
- Ability to prioritize tasks and work effectively under pressure.

Personal Attributes

The ideal candidate should:

- Demonstrate honesty, integrity, and the ability to maintain confidentiality.
- Be customer-focused and committed to delivering high-quality ICT services.
- Be self-motivated, proactive, and able to work effectively both independently and as part of a team.
- Demonstrate professionalism and a commitment to continuous learning and innovation.
- Be adaptable, dependable, and capable of managing multiple priorities in a healthcare environment.

Application Procedure

Interested candidates who meet the above requirements should submit their application letter, detailed Curriculum Vitae (CV), and copies of relevant academic and professional certificates to:

The Human Resources Director,
LION Trust,
P.O. Box 31653,
Lilongwe.

Email: recruitment@lion.mw

Closing Date: 24 July 2026

Only shortlisted candidates will be contacted.