

VACANCY ANNOUNCEMENT

JOINT CLINICAL RESEARCH CENTRE



The Joint Clinical Research Centre (JCRC) is an indigenous medical organization that was established in 1991 as a limited liability not-for-profit Joint venture between the Uganda Ministry of Health (MoH), Ministry of Defense and Makerere University Medical School (now Makerere University College of Health Sciences). JCRC is located on plot 101 Lubowa Hill Off Entebbe Road P.O. Box 10005 Kampala.

Joint Clinical Research Centre seeks dynamic, motivated, and innovative candidates for the position of **IT Officer** in the America First Global Health Strategy- Joint Clinical Research Centre Activity based in Kigezi.

PROJECT SUMMARY:

America First Global Health Strategy (AFGHS)- JCRC Activity is implemented by the Joint Clinical Research Centre (JCRC) with support from the U.S Government through the U.S Department of State. The Activity aims to deliver integrated lifesaving health services aligned with Ministry of Health priorities, including Maternal, Newborn, Child Health, HIV and Tuberculosis prevention, care and treatment, laboratory systems strengthening, supply chain management, Community Health Extension Worker (CHEW) training & performance support and sustainable transition of services to government-led platforms.

Position Title: IT Officer

Reports to: Finance and Operations

Positions: 01 (One)

Location: Kigezi Region (Kabale District)

GENERAL POSITION SUMMARY:

The ICT Officer will be responsible for a variety of moderately complex information technology support duties to ensure smooth delivery of technology department. Monitors, operates or coordinates and assists others in the operation of computer hardware, software and peripherals to achieve desired results. He or she will provide information to project and field-based staffs on established policies and procedures or services provided.

ESSENTIAL JOB RESPONSIBILITIES:

- **Technical Support:** Resolving software issues and assisting users with technical problems.
- **System Monitoring and Maintenance:** Monitoring network and system performance and performing regular maintenance tasks like updates and patches.
- **Cybersecurity:** Managing firewall and security policies as well as monitoring and responding to security incidents.

- **Project Management:** Coordinating IT projects needs, ensuring milestones are met and providing training sessions and support for project-related software.
- Bill verification and processing for supported facilities, field and office staff.
- **Site support:** Site internet and network management as well as Laboratory IT Support.
- **Data Management:** Backing up and restoring data as needed as well as ensuring data integrity and security.
- **Software Support:** Overseeing software deployments and updates as well as providing technical support for application issues.
- **Documentation and Reporting:** Maintaining IT documentation and inventory as well as reporting on IT performance and incidents.
- **Hardware Maintenance and Repairs:** Diagnosing and fixing hardware issues with computers, printers, and other peripherals as well as setting up new hardware, including computers, servers, and networking equipment.
- **Network Setup and Troubleshooting:** Physical installation and maintenance of network cables and hardware as well as troubleshooting network connectivity issues that cannot be resolved remotely.
- **Software Installation and Configuration:** Installing and configuring software to the machines and performing software updates and patches.
- **User Support:** Assisting with issues that users are unable to resolve such as complex software configurations or hardware malfunctions.
- Plan and budget for the procurement of all IT equipment, Licenses and Software.
- Perform any other duties that may be assigned from time to time.

QUALIFICATIONS, KNOWLEDGE, AND EXPERIENCE:

- Bachelor's degree in Information Technology or related field from a recognized institution.
- Computer operations training, or experience in multi operation systems is preferred.
- Excellent knowledge in hardware maintenance and repairs.
- Minimum of 3 year's IT working experience in an NGO. Experience working in a USG funded project is an added advantage.
- Excellent oral and written communication skills.
- Proven ability to set priorities, multi-task, and work collaboratively as well as independently.
- Excellent interpersonal skills.

How to apply: All applications must be addressed to; The Head Human Resources, Joint Clinical Research Centre, Plot 101 Lubowa Campus off Entebbe Road, P.O Box 10005, Kampala-Uganda **via** jobs@jcrc.org.ug; Strictly two documents combined in one PDF are required (Application letter and CV not exceeding 6 pages) quoting the **POSITION** and **REGION** in the email subject line i.e. **IT Officer-Kigezi Region. The application deadline is Thursday, 15th October 2026 at 05:00 pm.** Failure to follow the application procedure will lead to automatic disqualification.

Note:

- JCRC is an equal opportunity employer. Any attempts to influence the recruitment process will lead to automatic disqualification.