

Job Advertisement

Title:	IT Support Officer
Reports to:	Chief Technology Officer
Direct Reports:	None
Status:	Full time
Duty Station:	Kigali, Rwanda

1. About the Company

EDPU Africa headquartered in Kigali, Rwanda and operates a preventive platform locally with a focus on inclusive and affordable early detection and prevention of non-communicable diseases. The EDPU technology offers the possibility to complete a comprehensive preventive healthcare file including all exams and to receive treatments recommendations in one run increasing thereby the comfort for the patient and thus the compliance of the patient towards preventive healthcare. In addition, EDPU, which is a ‘plug & play’ unit, is easily adaptable to any space in a care provider facility fostering a full integration of patients care across health posts, health centers, clinics and hospitals (if applicable) and can be fully operated by a trained nurse to decrease economic burden considerably. The mobile version of the unit enables reaching rural areas or specific locations with dense risk categories.

2. About the Role

The IT Support Officer at EDPU Africa CBC is responsible for maintaining the smooth operation of the digital health system and the IT infrastructure. This role ensures that the necessary IT support is provided to all support teams across EDPU Africa CBC. The IT support officer will closely collaborate with the Infrastructure Manager, the development team, medical team, Business Intelligence Developer, the management team, and the operations support team.

3. Job Descriptions

- Provide first-line technical assistance to healthcare professionals and administrative staff for all IT-related issues.
- Troubleshoot and resolve hardware, software, and connectivity problems quickly to minimize downtime during patient care.
- Install, set up and maintain computers, tablets, medical devices, and other IT equipment.
- Maintain the clinic’s local area network (LAN), Wi-Fi, and internet connectivity to support online services.
- Conduct regular system updates, maintenance, and performance checks to prevent failures.
- Monitor and maintain antivirus, firewalls, and access controls on computers to prevent breaches.
- Escalate any unresolved issues to the second level of support and development teams.
- Develop preventive measures, document reported incidents, and resolution procedures.
- Recommend appropriate IT equipment and cost-effective with clear technical specifications to the procurement committee.
- Together with the medical team, they validate the BRS (Business Requirements Specification), FRS (Functional Requirements Specification), and conduct the UAT (User Acceptance Testing).
- Maintain daily logs of operational issues and maintenance activities.
- Organize and lead training to end users on new software releases and other digital platforms.
- Participate and contribute to weekly meetings (project, support, development, data science, etc.).

- Liaise with local and external vendors of IT equipment, medical devices, internet service providers, etc.

4. Job Requirements

- Strong technical knowledge of Windows operating systems, network administration, and Microsoft 365 platforms (including Microsoft office apps).
- Excellent problem-solving and communication skills.
- Customer service mindset, able to support healthcare professionals under pressure.
- High level of discretion and responsibility when handling confidential patient data.
- Fluent in English, Kinyarwanda. Knowledge of French language is advantageous.
- Strong knowledge of SQL and relational Database Management Systems.

5. Qualifications

- Bachelor's degree (or equivalent) in Information Technology, Computer Science, or related field.
- Minimum one year of experience in IT support, preferably in a healthcare or digital services environment.
- Certification such as CompTIA A+, Network+, or ITIL Foundation is a strong plus.

6. Working Conditions

- EDPU Africa | Kigali, Rwanda
- Frequent travels across the country
- Available to work outside of normal business hours, as may be needed
- Exposure to many frequently conflicting demands daily;
- Frequently dealing with emergencies/working under pressure, sometime under stressful conditions and changing priorities.
- Frequent interruptions several times per day; and,
- Working with diverse personalities from several cultural backgrounds.

7. How to Apply:

If you are a highly skilled IT Support Officer who is passionate about maintaining reliable digital health systems and ensuring seamless IT support for diverse multidisciplinary teams, we invite you to apply for this position. This crucial role requires both technical expertise and a commitment to cross-functional collaboration with the Infrastructure Manager, development, medical, management, and operations support teams. Please submit your resume along with a cover letter outlining your qualifications and your enthusiasm for supporting a dynamic digital health environment.

Applications are reviewed on a rolling basis until the position is filled. [Apply](#)

EDPU Africa is an equal opportunity employer and welcomes applications from candidates of all backgrounds. Join our team and be a pioneer in redefining healthcare through digital solutions. Your expertise and commitment can make a real difference in the health and well-being of individuals and communities.