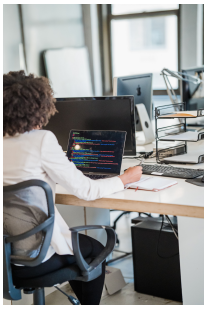
Software Implementation Officer– Laboratory Information Systems



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Job Summary

Vacancy :
Deadline : Nov 10, 2026
Published : Oct 27, 2026
Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Global Health Systems Solutions (GHSS) is a non-governmental and not-for-profit organization dedicated to seeking innovative solutions to strengthen health systems in developing countries for effective service delivery and surveillance of infectious, non-infectious, and neglected tropical diseases. We focus on four key areas: strengthening laboratory systems, services, and network for efficient health care delivery, strengthening disease surveillance systems and facilitating health care delivery programs, conducting operational research to inform health decisions for better patient outcomes, and empowering youths in Cameroon. Our major collaborators include Ministries of Health, World Health Organization (WHO), United States Centers for Disease Control and Prevention, Africa Centers for Disease Control, Mastercard Foundation, and several bilateral organizations.

Purpose of the role

To strengthen its operational capacities for programs implementation, GHSS is seeking a qualified and experienced **Software Implementation Officer – Laboratory Information Systems** to support the deployment, configuration and maintenance of laboratory information systems. Working under the supervision of the Software Manager / Development and Implementation Specialist, the successful candidate will collaborate with laboratory personnel and technical teams to support system functionality, facilitate user training, troubleshoot operational issues and promote effective system use to strengthen laboratory data management and service delivery.

Primary duties and responsibilities

The **Software Implementation Officer – Laboratory Information Systems** shall be responsible for: **A. Installation and Deployment of Laboratory Information Systems** ▯ Support the installation, configuration, testing and deployment of laboratory information management systems and viral load management software at designated facilities. ▯ Conduct preliminary assessments of laboratory readiness, including hardware, connectivity, user requirements and workflow considerations. ▯ Work with laboratory teams to understand existing processes and identify the adjustments required for effective system implementation. ▯ Assist with software configuration, user account creation, access permissions and basic system administration. ▯ Verify system functionality following installation and report any defects or configuration problems. ▯ Support the deployment of software updates and approved customizations under the direction of the Software Manager or designated developer. ▯ Maintain accurate records of installations, configurations, user accounts and implementation activities. **B. Laboratory Engagement and User Support** ▯ Liaise with laboratory managers, laboratory scientists, specimen reception personnel, quality officers and other end users throughout implementation. ▯ Provide first-line technical support to facilities using laboratory information systems. ▯ Receive, document, categorize and follow up on user-reported problems. ▯ Provide practical guidance to users on system functionality, routine operations and common technical issues. ▯ Escalate complex software defects, integration failures and infrastructure problems to the IT Manager or designated technical personnel. ▯ Follow up on reported issues to verify that corrective actions have been completed and systems are functioning as expected. ▯ Promote effective adoption of digital platforms and encourage users to follow approved operating procedures. **C. Training and Capacity Building** ▯ Support the preparation of training plans, user manuals, standard operating procedures and other training materials. ▯ Conduct or assist with user orientation and practical training on laboratory information systems. ▯ Train designated users on data entry, specimen tracking, result management, reporting and other relevant system functions. ▯ Assess users' understanding of the software and identify additional training needs. ▯ Provide refresher training and follow-up support where required. ▯ Document training sessions, participant attendance, user feedback and identified capacity gaps. **D. Troubleshooting and Routine Technical Support** ▯ Diagnose and resolve routine hardware, software, connectivity, configuration and user-access problems within the scope of assigned responsibilities. ▯ Support the identification of problems affecting specimen registration, sample tracking, result entry, report generation and other relevant laboratory workflows. ▯ Assist with routine system checks, updates, backups and maintenance activities in accordance with approved procedures. ▯ Reproduce reported software errors and provide developers with clear technical descriptions and supporting evidence. ▯ Maintain an issue log documenting the nature of each problem, the facility affected, actions taken, escalation status and resolution. ▯ Follow established procedures for reporting security incidents, data loss, suspected unauthorized access and system downtime. ▯ Support user acceptance testing and verification of fixes before affected functions are returned to routine use. **E. Software Adaptation and Laboratory Quality Management** ▯ Support the collection of laboratory user requirements and communicate requests for software customization to the development team. ▯ Assist in configuring system workflows to reflect approved laboratory procedures and operational needs. ▯ Work with laboratory quality officers to identify software functions that support quality management activities. ▯ Support the use of relevant functions for traceability, documentation, audit trails, quality indicators, nonconformity management and corrective-action follow-up, where available. ▯ Assist with documenting software-related gaps against applicable ISO 15189 requirements and communicate the necessary adaptations to the technical team. ▯ Support user testing and documentation of changes introduced to improve alignment with laboratory quality management requirements. ▯ Ensure that software changes are implemented only through approved processes and that appropriate records are maintained. **F. Equipment and System Integration Support** ▯ Assist with the configuration and testing of interfaces between laboratory information systems and diagnostic equipment where supported. ▯ Coordinate with laboratory staff and equipment vendors to collect technical information required for integration. ▯ Support verification of data transfers between connected systems, including checks for accuracy and completeness. ▯ Document interface failures and escalate problems that require developer or vendor intervention. ▯ Assist with testing approved integrations and software updates before routine implementation. **Languages** - Proficiency in written and spoken English - Working proficiency in French, with the ability to communicate effectively in routine professional settings. **Submission of application** Interested and qualified candidates should submit a complete file containing, an application, a motivation letter, a curriculum vitae, and copies of the required academic/professional qualifications/certificates to the following address: recruitment@ghsscm.org **NB: Applicant's curriculum vitae should be either in Word format or in PDF. Scanned copies and JPGs will be rejected.** Deadline for submission of application: **November 10, 2026.** - *We strongly welcome early applications. Consideration will be given to candidates who submitted a complete application file on time. - Only selected candidates will be contacted for interviews. - If you have not been contacted fifteen (15) days after closing, consider your application unsuccessful.*

Education & Experience

 A bachelor's degree in Information Technology, Computer Science, Information Systems, Software Engineering, Health Informatics or a related discipline. Additional training or certification in IT support, database management, networking, software implementation or health informatics will be an advantage.

Must Have

 At least two years of relevant professional experience in IT support, software implementation, systems administration or a related field. Demonstrated experience supporting the installation, configuration, maintenance or troubleshooting of software applications. Experience working with hospital information systems, laboratory information systems, electronic medical records or other healthcare technology platforms is strongly preferred. Experience providing end-user training and technical support in institutional or healthcare settings. Familiarity with databases, networking, operating systems, software testing and technical documentation. Experience supporting laboratory workflows, diagnostic equipment integration or laboratory quality management systems will be an advantage. Familiarity with ISO 15189 requirements and their implications for laboratory information systems is desirable. **Required Soft Skills** Communication and active listening Attention to detail Initiative and willingness to learn Analytical thinking, problem-solving, and continuous improvement Organization and time management Patience and a service-oriented approach Interpersonal skill and teamwork

Educational Requirements

Compensation & Other Benefits