Software Manager / Development and Implementation Specialist



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Job Summary

Vacancy : 1
Deadline : Nov 10, 2026
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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 Manager / Development and Implementation Specialist to lead the development, implementation and management of software solutions and IT systems. The successful candidate will ensure that these systems are secure, reliable and responsive to program needs, while providing technical leadership and user support to facilitate effective program delivery.

Primary duties and responsibilities

The Software Manager / Development and Implementation Specialist shall be responsible for: **A. Software Development and Product Finalization** ▯ Lead and coordinate the completion, refinement and optimization of existing software platforms developed or being developed by the organization. ▯ Review software architecture, functionality, performance, usability, security and technical documentation to identify gaps and guide corrective actions. ▯ Translate organizational and end-user requirements into functional and technical software specifications. ▯ Coordinate developers and other technical personnel to ensure that development activities are completed within agreed timelines and quality standards. ▯ Oversee software testing, validation, user acceptance testing, defect resolution and release management. ▯ Ensure appropriate version control, source-code management, technical documentation, backup procedures and maintenance plans. ▯ Ensure that platforms are scalable, maintainable, secure and adaptable to the operational needs of healthcare facilities and laboratories. **B. Pilot Implementation and Product Commercialization** ▯ Develop and coordinate pilot implementation plans for completed or substantially developed software platforms. ▯ Identify suitable pilot sites and coordinate user engagement, onboarding, testing and collection of feedback. ▯ Monitor pilot performance and document usability issues, technical gaps, user satisfaction and opportunities for improvement. ▯ Lead the incorporation of pilot findings into subsequent software versions. ▯ Develop implementation, deployment, maintenance and technical support models to support sustainable platform operations. ▯ Work with management to develop commercialization strategies, including product positioning, pricing inputs, licensing models, client onboarding, service delivery and after- sales technical support. ▯ Support the preparation of product demonstrations, technical proposals, user manuals, training materials and other documents required for market introduction. ▯ Engage prospective institutional clients and partners to explain platform capabilities, demonstrate functionality and support adoption. ▯ Establish mechanisms for ongoing product maintenance, customer feedback, software updates and continuous improvement. **C. Implementation of VLSM and Laboratory Information Management Systems** ▯ Lead the technical coordination and implementation of viral load management software and other LIMS across designated laboratory facilities. ▯ Liaise with laboratory managers, laboratory scientists, specimen referral teams, quality officers and other end users to understand operational requirements and implementation challenges. ▯ Coordinate software installation, configuration, customization, testing, deployment and post- installation support. ▯ Work with laboratory teams to map existing workflows and ensure that software configurations reflect laboratory processes and specimen management requirements. ▯ Coordinate with software vendors and developers to address identified functional gaps and resolve implementation challenges. ▯ Monitor implementation progress, identify bottlenecks and ensure that corrective actions are undertaken promptly. ▯ Develop and oversee implementation schedules, site readiness assessments, deployment checklists and follow-up plans. ▯ Support the scale-up of laboratory information systems across facilities, ensuring consistency in implementation and adherence to agreed technical standards. **D. System Integration and Interoperability** ▯ Assess opportunities to integrate laboratory information systems with laboratory testing equipment, diagnostic platforms and other relevant health information systems. ▯ Coordinate technical discussions with equipment manufacturers, vendors, software developers and laboratory teams to establish feasible integration approaches. ▯ Oversee the configuration and testing of interfaces for automated data transfer, where supported by the equipment and software. ▯ Promote the use of appropriate interoperability standards and data exchange protocols, where applicable. ▯ Support integration with other institutional or national health information platforms where technically feasible and authorized. ▯ Ensure that integrations are tested for data accuracy, completeness, reliability and security before deployment. ▯ Document integration requirements, limitations, dependencies and maintenance responsibilities. **E. Laboratory Quality Management and ISO 15189 Alignment** ▯ Work with laboratory quality management teams to ensure that relevant software functions support laboratory quality management requirements. ▯ Review system workflows, access controls, audit trails, data integrity measures, document management and record-retention functions against applicable requirements. ▯ Coordinate software adaptations needed to support laboratory processes, quality indicators, traceability and corrective-action tracking. ▯ Support software validation and the preparation of relevant technical documentation and evidence required by laboratory quality management systems. ▯ Collaborate with laboratory quality officers to identify gaps between software functionality and applicable ISO 15189 requirements. ▯ Ensure that any claims of compliance are supported by appropriate assessment and documented evidence. **F. IT Team Management and Technical Leadership** ▯ Supervise, coordinate and provide technical direction to IT developers, implementation officers and other assigned technical personnel. ▯ Define individual responsibilities, work plans, deliverables and performance expectations. ▯ Allocate resources and coordinate workloads across software development, implementation, maintenance and support activities. ▯ Conduct regular technical review meetings and monitor progress against agreed milestones. ▯ Establish procedures for handling technical support requests, software defects, escalation and resolution. ▯ Mentor team members and promote continuous professional development. ▯ Foster effective collaboration between the IT team, laboratory teams, management and external technical partners. ▯ Prepare regular progress reports highlighting achievements, risks, implementation challenges, resource needs and recommended actions. **G. Data Security, Documentation and Technical Support** ▯ Promote appropriate cybersecurity practices, user authentication, access controls, data protection, backup and disaster recovery procedures. ▯ Establish procedures for incident reporting, technical escalation and system maintenance. ▯ Oversee the investigation and resolution of complex system failures, integration problems and software performance issues. ▯ Ensure the availability of technical documentation, user guides, system configuration records and maintenance logs. ▯ Advise management on IT infrastructure, software licensing, hosting, hardware requirements and technical investments. **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 master's degree in Information Technology, Computer Science, Software Engineering, Health Informatics, Information Systems or a closely related field. - Additional training or certification in software development, project management, database administration, systems integration, cybersecurity or digital health will be an advantage.

Must Have

 At least five years of relevant professional experience in software development, IT systems management, digital health or enterprise software implementation. Demonstrated experience leading software development projects from requirements definition through testing, piloting, deployment and ongoing maintenance. A proven track record of managing or coordinating software products through implementation and scale-up, with experience supporting commercialization or market deployment strongly preferred. Demonstrated experience managing technical teams and coordinating multidisciplinary projects. Experience implementing or supporting hospital information systems, laboratory information management systems, health information systems or comparable enterprise platforms. Practical experience with system configuration, customization, databases, application programming interfaces (APIs), software testing and troubleshooting. Experience integrating software with laboratory equipment or other health information systems will be a strong advantage. Familiarity with laboratory workflows, laboratory quality management systems and ISO 15189 requirements is highly desirable.

Required Soft Skills

 Communication and active listening Attention to detail Leadership and team management Analytical thinking, problem-solving, and continuous improvement Organisation and time management

Educational Requirements

Compensation & Other Benefits