
Services

24 Hours Out patient | Casualty Services | Inpatient Services | Maternity & Child Health | Theatre | I.C.U :- Neonatal, Pediatric & Adult | Radiology :- Ultrasound & X-ray | Pharmacy | Laboratory Services

JOB VACANCY: ICT OFFICER

LOCATION: ELDORET

REPORT TO: HOD IT

DATE POSTED 29TH SEPTEMBER 2026

CLOSING DATE: 15TH OCTOBER 2026

Duties and Responsibilities:

i. Duties and Responsibilities entail

1. Managing and maintaining the Hospital's Local Area Network (LAN), Wide Area Network (WAN), wireless networks, internet connectivity and associated network devices;
 2. Monitoring network and system performance, identifying faults, and implementing corrective and preventive measures to minimize downtime;
 3. Administering user accounts, access rights, passwords and permissions in accordance with approved ICT security policies;
 4. Maintaining and supporting servers, storage systems, operating systems, printers, workstations and other ICT equipment;
 5. Performing regular data backups, verifying backup integrity and supporting the testing and implementation of disaster recovery and business continuity procedures;
 6. Installing, configuring, updating and maintaining antivirus, endpoint protection, firewalls and other approved information security solutions;
 7. Supporting the implementation, maintenance and integration of Hospital Management Information Systems (HMIS), electronic medical records and other clinical and administrative applications;
 8. Providing technical support for ICT-enabled medical equipment and coordinating with vendors and biomedical engineering personnel on connectivity and system-related issues;
 9. Maintaining an inventory of ICT assets, software licenses, warranties and maintenance contracts, and ensuring proper allocation and utilization of equipment;
 10. Diagnosing and resolving hardware, software, connectivity, email, printing and other end-user support incidents, and escalating complex issues where necessary;
 11. Planning and carrying out routine preventive maintenance, software updates, patch management and equipment lifecycle replacement;
 12. Supporting ICT procurement by preparing technical specifications, evaluating technical compliance, and participating in inspection, testing and acceptance of ICT equipment and services;
 13. Advising Hospital management on emerging ICT technologies, system improvements, cybersecurity risks and opportunities for automation and digital transformation;
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14. Ensuring compliance with applicable ICT policies, data protection requirements, licensing terms and Hospital procedures, and promptly reporting suspected security incidents;
15. Coordinating with internet service providers, software vendors and other service providers to resolve service interruptions and monitor service-level performance;
16. Supporting the planning, implementation and testing of ICT projects, including system upgrades, migrations, integrations and new deployments;
17. Conducting user awareness and training on approved systems, information security, safe ICT practices and effective use of digital tools;
18. Participating in ICT risk assessments, business continuity planning, audit exercises and implementation of recommendations;
19. Ensuring that ICT equipment is securely installed, properly labelled and maintained, and that obsolete or damaged equipment is handled in accordance with Hospital procedures;
20. Performing any other relevant duties as may be assigned by the supervisor.

ii. Required Qualification

For appointment to this grade, a staff must have: -

- a. Experience of at least 3 years ;
- b. Bachelor's Degree in any of the following fields:- Computer Science, Information Communication Technology, Business Information Technology; Information Technology or equivalent qualification from a recognized institution;
- c. Professional Certification in Cisco Certified Network Associate (CCNA), Microsoft Certified Systems Engineer (MCSE), or equivalent qualification from a recognized institution is an added advantage.

How to Apply.

Interested candidates should submit their applications online through visiting Reale Hospital website on <https://www.realehospital.com/careers/>