VACANCIES

The Malawi Research and Education Network (MAREN) is a not-for-profit institution which was founded around 2005 by the University of Malawi and Mzuzu University. It was established to create and operate an academic network interconnecting research and education institutions within Malawi and with their regional and global peers through the UbuntuNet Alliance. The organization became fully operational in 2018 through funding from the Digital Malawi Project - a Project of the Malawi Government funded by the World Bank. So far, MAREN has managed to interconnect at least thirty institutions including all the public universities at higher bandwidths. To date, the organization has been managed by consultants who were hired by the Project to facilitate its operationalization. Having been fully capacitated by the Project, MAREN is now in a position to recruit its own staff. Applications are therefore invited from suitably qualified, highly skilled, experienced, competent and visionary individuals to fill the following positions.

1. CHIEF EXECUTIVE OFFICER

The Chief Executive Officer (CEO) shall report to the MAREN Board and will be the head of the MAREN Secretariat.

Key Duties and Responsibilities

- Developing and implementing strategic objectives and organization plans, to be adopted by the Board, in support of internet connectivity for academic and research institutions.

- Building a good team which is capable of designing, deploying and managing services that provide excellent support to academic and research processes.

- Marketing the services of MAREN effectively and widening its membership to establish a sustainable revenue base.

- Overseeing fundraising and revenue generation activities, business plans development, funding proposals, donor funding, et cetera.

- Ensuring good cooperation with the wider academic, and research community in Malawi and the region.

- Coordinating capacity building activities within MAREN and in member institutions.

- Seeking opportunities to extend the range of services MAREN is able to offer to its membership, including access to open educational resources.

- Managing the MAREN financial management system including planning, budgeting, control and ensuring that MAREN operates on a cost recovery basis.

- Establishing links with development partners, financiers and benefactors for the purposes of leveraging existing funding to secure additional material and financial resources from the partners for MAREN.

- Coordinating, supervising and evaluating all ICT services, including network policies and operational procedures.

- Be the main point of contact between and liaise effectively with MAREN and stakeholders, namely; the MAREN Board, local and international Research and Educations institutions, including the EU Africa Connect program, PPPC, World Bank among others.

- Monitor and evaluate staff and general performance;

- Coordinate all activities that fall under the MAREN Secretariat.

Qualifications and Experience

A suitable candidate shall:

- Have a BSc and an MSc in Computer Science with a bias towards IP networks **OR** a BSc and an MSc in Information Technology with a bias towards IP networks **OR** a BSc and an MSc in Telecommunications Engineering OR related qualifications from a recognized University. Those with PhD and foundational degrees in related fields with have added advantage.
- Have additional qualifications in leadership or business management
- Have working experience with donor funded projects preferably multilateral donors
- Have a minimum of 5 years' experience working at management level in a busy environmental
- Have extensive knowledge of the operations of the higher education and research sectors more particularly their data network and systems requirements
- Have strong leadership skills to successfully lead a team of engineers and produce the best out of them.
- Have ability to develop grant proposal and manage donor funded projects
- Have an understanding of the National Research and Education Network (NREN) model
- Have ability to initiate, build and maintain productive client relationships.

- Have strong collaboration skills to build teams across working boundaries.
- Have ability to contribute to a diverse team of commercial and technical backgrounds.
- High degree of integrity and professionalism

Term of office

The CEO shall be engaged on a FIVE (5) year contract which will be considered for renewal based on performance.

2. FINANCE AND ADMINISTRATION MANAGER

The Finance and Administration Manager (FAM) shall report to the Chief Executive Officer. The successful candidate will also act in place of the CEO in his/her absence.

Key Duties and Responsibilities

I.   Financial Management
   a) Maintain efficient, effective and accurate financial systems to manage all financial procedures of MAREN.
   b) Implement and maintain internal and security controls to safeguard all financial transactions, funds and cash balances.
   c) Prepare and maintain budgetary control and also control expenditure over budgets.
   d) Carry out treasury and cash management including cash flow and budget preparations.
   e) Generate and analyse monthly and quarterly management accounts and financial year-end reports and statements.
   f) Ensuring the timely preparation of monthly, quarterly and annual financial reports.
   g) Cost control.
   h) Arrange and facilitate External and Internal Audits.
   i) Train and supervise the finance department.
   j) Liaise with members, clients, bankers, insurers, MRA, suppliers, auditors and other interest groups on financial and other business matters.

II.   Human Resources Management
   a) Administer staff contracts in accordance with MAREN's conditions of service.
   b) Ensure all staff are subject to annual performance reviews.
   c) Maintain individual staff development plans.
   d) Conduct salary reviews linked with annual performance and cost of living indices.
   e) Organize recruitment and selection of new staff in accordance with guidelines on free and fair selection.
   f) Organize induction programs for new staff as appropriate.
   g) Manage all staff disciplinary matters.
   h) Ensure all new regulations and policies are communicated to all staff members.
   i) Update conditions of service and other official documents as appropriate.
   j) Review and implement adequate health and safety procedures.

III.   Administration
   a) Maintain efficient and effective office systems to manage all administrative procedures including, filing, data storage and protection, personnel documents, loan schemes, leave applications, communication systems – telephone, emails and server.
   b) Maintain and service equipment, inventories of equipment and stationery.
   c) Manage office space and security, logistical and travel arrangements, fuel control systems, vehicles and tyre management.
   d) Ensure all procurement processes are in compliance with MAREN and partners' regulations.

Qualifications and Experience

A suitable candidate shall:

- Be a holder of at least a Bachelor's Degree in Accounting, Economics, Business Administration or related fields from a recognized University. Those with Masters in related fields will have added advantage.
- Be a holder of relevant professional qualifications eg ACCA, CIMA
- Have at least 3 years' experience in a similar position in a busy organization. Those having worked for at least 5 years at other senior positions will also be considered
- Be a registered member and in good standing with the Malawi Accountants Board (MAB) through the Institute of Chartered Accountants in Malawi (ICAM)

- Have ability to work under pressure

- Have ability to work as part of a diverse and inclusive team

- Have high degree of integrity and professionalism

Term of Office

The FAM shall be on a 3 year contract renewable based on performance.

3. NETWORK AND INFRASTRUCTURE MANAGER

The Network and Infrastructure Manager (NIM) will report to the Chief Executive Officer of MAREN.

Key Duties and Responsibilities

- Supervising the build-out, integration, testing and commissioning of the MAREN network and data centre and other infrastructure.
- Development of IT infrastructure and network plans in line with MAREN's strategy.
- Identifying potential technology partnerships in line with MAREN's plans and client demands to achieve Service level targets.
- Analyzing and identifying potential areas of service improvement for MAREN.
- Developing and assessing IT policies and procedures while monitoring trends to propose adjustments to existing policies and procedures.
- Ensuring that policies and procedures are adhered to regarding IT infrastructure and network environments to align with IT best practices.
- Identifying areas where the network and infrastructure team can be trained to improve skills for the enhancement of service delivery to MAREN clients.
- Organizing training workshops for client institutions for in line with services offered by MAREN.
- Offering direct engineering assistance to client institutions.
- Delivery of quality internet and value-added services to MAREN clients in line with agreed objectives and targets.
- Planning, designing, and implementing network solutions on the MAREN core, edge, and access network space with a drive to achieve a resilient and high-performing network.
- Ensuring that all MAREN and client network elements, are monitored to ensure service availability, quality, performance, and reliability and that issues are logged and followed up to their logical conclusion.
- Implementing and maintaining network security, backup, and redundancy strategies in line with MAREN policies.
- Liaising with upstream providers and local carriers on network performance issues to maintain the high performance of all available links.
- Managing all network management systems at MAREN.
- Producing network reports that are summarized for decision-making.
- Producing up-to-date high and low-level topology diagrams.
- Managing hardware inventory for MAREN.
- Managing contracts and service level agreements with clients and vendors.
- Developing and reviewing change management and incident management and procedure to align IT best practices.
- Developing strategies for maintaining server and network infrastructure.
- Performing disaster recovery operations when required.
- Ensuring that all network and data centre infrastructure is serviced, kept and maintained in good order safe from all hazards to ensure continuous availability and efficient operations of services.
- Management of the MAREN data centres including power and cooling systems.

- Designing solutions based on available resources to align with proposed requirements.
- Managing high-performance computing facility
- Providing input to various technical, financial, legal and regulatory plans governing MAREN operations.
- Managing project work plans, budgets and MAREN resources optimally so that project activities are implemented to cost, quality and within agreed time.
- Managing, in collaboration with the Finance and Administration Manager and other senior members of MAREN Secretariat, procurement processes for network and related infrastructure needed for MAREN operations.
- Supervising network and infrastructure staff.

Qualifications and Experience

A suitable candidate shall:

- Have a minimum of a BSc in Telecommunication Engineering or Information Technology, or Computer Science or equivalent from a recognized University. Those with Masters in related fields will have added advantage.
- Have a minimum of three years' experience in supervising network engineers in a big and busy environment preferably an ISP.
- Have an added advantage if they ITIL or CISCO/Juniper certifications
- Have extensive knowledge of Unix/Linux command line and Unix Operating system troubleshooting.
- Have broad knowledge and experience with enterprise server hardware and storage systems that support a multi-user environment.
- Have proven experience working with open source cloud, commercial hypervisors and storage solutions (VMware, Proxmox, oVirt, KVM, iSCSI, FreeNAS, CryptoNAS, Openstack, etc.).
- Have advanced routing, switching, wireless technology, and network security hands-on experience (OSPF, BGP, IS-IS, VPNs, etc.).
- Have advanced network monitoring and troubleshooting skills.
- Have ability to initiate, build and maintain productive client relationships.
- Have leadership skills to successfully lead a team of engineers and produce the best out of them.
- Have strong collaboration skills to build teams across working boundaries.
- Have ability to contribute to a diverse team of commercial and technical backgrounds.
- Have long term experience in planning, deploying, managing, and supporting telecom systems at a senior level in a big and busy organization.
- Have ability to work under pressure
- Have ability to work as part of a diverse and inclusive team
- Have a high degree of integrity and professionalism

Term of office

The NIM shall be on a 3 year contract renewable based on performance.

4. SYSTEMS MANAGER

The Systems Manager (SM) shall report to the Chief Executive Officer of MAREN.

Key Duties and Responsibilities

- Planning, installing, monitoring and evaluating software systems
- Developing and implementing new business processes and procedures to improve efficiency and productivity
- Reviewing applications for new business opportunities
- Analyzing data to determine where improvements can be made to increase efficiency and productivity
- Monitoring section budgets and expenditures to ensure they are within legal limits
- Coordinating with internal departments to ensure that employees have easy access to the information they need to do their jobs
- Analyzing data about sales performance, In liaison with the Business Development Manager, to identify trends in consumer preferences or needs
- Ensuring all software systems meet minimum security requirements
- Analyzing and identifying potential areas of service improvement for MAREN.
- Developing and assessing policies and procedures while monitoring trends to propose adjustments to existing policies and procedures.
- Ensuring that policies and procedures are adhered to regarding all systems.
- Organizing training workshops for client institutions in line with services offered by MAREN.
- Offering direct engineering assistance to client institutions. of Direct engineering assistance to MAREN clients
- Designing, planning and implementation of seamless integration of new product/services
- Documentation and implementation of business processes, policies and procedures including business continuity and disaster recovery plans to the highest standard with appropriate testing

- Providing input to various technical, financial, legal and regulatory plans governing MAREN operations.
- Managing project work plans, budgets and MAREN resources optimally so that project activities are implemented to cost, quality and within agreed time.
- Managing, in collaboration with the Finance and Administration Manager and other senior members of MAREN Secretariat, procurement processes for MAREN operations.
- Coordinating software development projects
  - Monitoring the progress of projects from start to finish
  - liaise with clients to ensure that products or services are delivered on time and within budget
- Supervising system development and support staff

Qualifications and Experience

A suitable candidate shall:

- Be a holder of at least a Bachelor's Degree in Computer Science, Information Systems, Informatics or related fields from a recognized University. Those with Masters in related fields will have added advantage.
- Have at least 5 years' experience developing and supporting systems for education and/or research institutions
- Have Track record customizing open source systems
- Have Extensive knowledge of Unix/Linux command line and Unix Operating system troubleshooting.
- Have Proven experience working with open source systems such as MOODLE, Apache, MySQL, Postgres,
- Have Advanced skills in modern programming languages such as Java, PHP, Python etc
- Experience with DevOps and practical use of Ansible playbooks
- Have added advantage if they have Certification in ITIL, PMP or other IT governance framework

- Have Leadership skills to successfully lead a team of engineers and produce the best out of them.
- Have strong collaboration skills to build teams across working boundaries.
- Have ability to contribute to a diverse team of commercial and technical backgrounds.
- Be able to work with minimal supervision
- Have ability to work under pressure

- Have ability to work as part of a diverse and inclusive team

- Have high degree of integrity and professionalism

Term of office

- The SM shall be on a 3 year contract renewable based on performance.

REMUNERATION

The positions above come with a competitive compensation and benefits package in accordance with MAREN's existing structure of benefits. Applicants are invited to submit a cover letter, curriculum vitae, and names and contact details of three traceable referees to the Chairperson of the Search Team by the following email: chairofsearchteam@maren.ac.mw

Applications should be received by 29th August, 2022.