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 sixty-five sites including all the public universities at higher bandwidths.

MAREN is now inviting applications from suitably qualified, highly skilled, experienced, competent and visionary Malawians with a passion to serve; to fill the following positions:

1.0   NETWORK ENGINEER (NE)

Location: Blantyre

The Network Engineer shall report to the Network and Infrastructure Manager. S/he will be responsible for:

- Installing, configuring and testing switches, routers, access points, and links to customers.
- Proactively monitoring performance and ensuring the highest levels of network infrastructure availability and reliability.
- Monitoring system resource utilization, trending, and capacity planning.
- Producing documentation for installation, network topology, and troubleshooting of the network.
- Providing support to other teams within MAREN with network resources as and when required.
- Providing direct engineering assistance to MAREN clients and stakeholders as and when required.
- Performing backups for all network elements within MAREN in accordance with MAREN policies and procedures.
- Optimizing and automate the network to maintain availability, reliability, and resilience.

- Producing network reports as and when required.
- Being the first line of client help desk support and pro-actively engaging clients on network issues.
- Any other relevant duties assigned by MAREN management from time to time.

Qualifications and Experience

- Bachelor's Degree in Information Technology or equivalent from a recognized institution.
- Hands-on experience in routing and switching (VLANs, BGP, OSPF, IS-IS, VPNs) in the past 3 years.
- Ability to perform network automation using Ansible, Chef or Puppet.
- Excellent interpersonal skills with the ability to convey information clearly to clients and colleagues.
- Client-centric mindset with a high degree of both pro-activity and responsiveness.
- Excellent diagnostic skills and ability to exercise good judgement in the resolution of problems.

Term of office

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

2.0   CYBERSECURITY ENGINEER (CSE)

Location: Zomba

The Cybersecurity Engineer shall report to the MAREN Chief Executive Officer. S/he will be responsible for

- Planning, implementing, managing, monitoring and upgrading security measures for the protection of the organization's data, systems and networks
- Troubleshooting security problems
- Responding to all system and/or network security breaches
- Ensuring that the organization's data and infrastructure are protected by enabling the appropriate security controls
- Participating in the change management process
- Testing and identifying network and system vulnerabilities
- Developing policies and procedures for securing systems, data and networks
- Investigating security incidents
- Ensuring that security policies are adhered to at all times
- Being the first line of client help desk support and pro-actively engaging clients on security issues.
- Organizing cybersecurity training workshops for client institutions.
- Offering direct engineering assistance on cybersecurity to client institutions.

- Any other relevant duties assigned by MAREN management from time to time.

Qualifications and Experience

- Bachelor's Degree in Cybersecurity or related fields from a recognized institution. Those with Bachelor's Degree in Computer Science, Engineering or a related field from a recognized institution and certification in Cybersecurity such as Certified Ethical Hacker (CEH) will have added advantage.
- At least 3 years' experience in security management
- Knowledge of IP networks and popular operating systems.
- Proven working experience in installing, configuring and troubleshooting UNIX /Linux based environments.
- Solid scripting skills (e.g., shell scripts, Perl, Ruby, Python)
- Solid knowledge of modern programing languages such as Java, PHP and their trending development environments/frameworks
- Solid knowledge of analysis of data sets preferably system logs and unstructured data.
- Solid knowledge of intrusion detection and prevention systems.
- Knowledge of data recovery tools and procedures.

Term of office

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

2.0   PARTNERSHIPS AND PROJECTS COORDINATOR (PPC)

Location: Zomba

The Partnerships and Projects Coordinator (PPC) shall report to the Partnerships and Developments Manager. S/he will be responsible for:

- Researching areas where MAREN needs to work in collaboration with other stakeholders
- Facilitating development of MoUs with partners.
- Managing partnerships for mutual benefit
- Development of grant proposals
- Coordinating donor funded projects
- Development of reports required by funding agencies
- Development of a database for donors and partners
- Development of Theory of Change and Results frameworks
- Research and development of reports on funding trends
- Searching for opportunities to support MAREN growth and visibility
- Any other relevant duties assigned by MAREN management from time to time.

Qualifications and Experience

- A Bachelor's degree in Economics, Business, Education or development related fields obtained from a recognized institution
- At least 3 years' experience managing donor funded projects
- Proven experience developing grant proposals
- Those with Certifications in Project Management Frameworks such as PRINCE2, PMI, PMP will have added advantage
- Proven experience in project management software such as Microsoft Projects
- Be able to work with minimum supervision
- Ability to work under pressure
- Ability to work as part of a diverse and inclusive team
- High degree of integrity and professionalism

Term of office

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

3.0   Clients Engagement Officer (CLEO)

Location: Zomba

The Clients Engagement Officer shall report to the Partnerships and Development Manager. S/he will be responsible for:

- Implementation of sales and marketing strategies
- Promoting MAREN's product and service portfolio
- Organizing and attending activities or events to raise brand awareness
- Liaising with stakeholders to promote success of activities
- Conduct market research to identify opportunities for promotion and growth and establish the best way to reach target groups
- Gathering client's technical requirements and aligning them with MAREN's solutions
- Developing proposals and quotations in response to new business requests
- Conducting demos on MAREN's products and services
- Assist in planning, preparing and managing the publication and distribution of marketing and promotional materials for use in different channels;
- Assist in developing and executing marketing and sales campaigns and evaluating their effectiveness
- Assisting with product & service development, and pricing strategies
- introducing new products and services to the market
- Assisting in developing, presenting, and implementing policies and procedures to ensure client satisfaction
- Assisting in conducting external corporate image audits and client surveys
- Any other relevant duties assigned by MAREN management from time to time.

Qualifications and Experience
A suitable candidate shall:

- Be a holder of a Bachelor's Degree in Marketing, Business Administration, Business Communication or related fields from a recognized institution. Those with a Bachelor's Degree in Computer Science, Computer Engineering, Information Technology, Management Information Systems from recognized institutions with certificatess in marketing/sales or communication will be considered.
- Have at least 3 years' experience in sales, marketing, customer relations in a busy organization involved in hardware, software or other ICT services.
- Excellent knowledge of MS Office and any Customer Relationship Management Systems
- Solid knowledge of sales and marketing techniques and principles
- Have experience in digital marketing
- Technical knowledge of computer hardware, software or ICT services
- Have some understanding of key services offered by National Research and Education Networks

- Have an understanding of ICT service requirements of the Education and Research Sectors.
- Have ability to work under 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 CLEO shall be on a 3-year contract renewable based on performance

4. DRIVER/OFFICER ASSISTANT

Location: Zomba

The Driver/Office Assistant will report to the Administrative Officer. S/he will be responsible for:

- Driving the organization`s vehicles on MAREN errands
- Ensuring that water, brake fluid, engine oil, battery electrolyte and power steering oil are at the recommended levels.
- Ensuring that all tyres are inflated to the right level and wheel nuts are well secured before driving off.
- Carrying out daily vehicle check, completing all needed documents and report defects
- Checking all work is completed when the vehicle is serviced or inspected, all parts requested to be changed are changed, and no other items are tampered with.
- Ensuring that the vehicle has all the required tools such as the spare wheel, wheel spanner, fire extinguisher, a towing rope, jump cables and a first aid kit.
- Ensuring that the vehicle is cleaned and kept tidy all the times.
- Ensuring that the vehicle is fueled at the right time, at filling stations and fuel receipts are properly kept and liquidations done on time.
- Ensuring that all passengers wear seat belts before driving off.
- Ensuring that the vehicle has a log book and is properly completed.
- Ensuring that the vehicle is roadworthy (tax/insurance), and is safe to drive (maintained on time)
- Transporting passengers and cargo in a safe and professional manner.
- Assisting with loading and unloading of cargo.
- Reporting any accidents or damage to the Police and the Administrative Officer immediately they happen.
- Understanding and following all driving laws in country.
- Following all driver regulations.

- Any other relevant duties assigned by MAREN management from time to time.

Qualifications and Experience

A suitable candidate shall:

- Be a holder of the Malawi School Certificate of Education (MSCE)
- Be a holder of a valid Driver's License. Those with a Defensive Driving Certificate will have an added advantage.
- Have 3 years of experience in a similar role
- Have good knowledge of Malawi`s road network
- Have ability to work under minimum 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 Driver/Office Assistant 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.

HOW TO APPLY

Applicants are invited to submit their applications through https://forms.gle/zkiZ3epWtE9zgNqt8

Deadline for receiving applications is 5th July, 2024, noon.

MAREN is committed to achieving 50/50 gender balance in its staff. **Female candidates** are strongly **encouraged** to apply.