



Electricity Generation Company (Malawi) Ltd

VACANCIES

Applications are invited from suitably qualified persons of Malawian origin to fill vacant positions in the company.

THE ORGANIZATION

Electricity Generation Company (Malawi) Limited. EGENCO is a limited liability company incorporated under the Companies Act (Cap.46:03) of the Laws of Malawi on 7th September 2016. The company is wholly owned by the Government of Malawi and was established with the mandate of generating electricity in Malawi. It started its operations on 1 January 2017.

To fulfil its mandate effectively and efficiently, the company now invites suitably qualified and experienced dynamic individuals to fill the following challenging and exciting positions in the Company:

1. ASSISTANT DATABASE ADMINISTRATOR (GRADE EG7) - (1 POSITION)

Tenable in the Company in the **ICT Department** at the Head Office, Chayamba, Blantyre. This post reports to the **Data Centre Administrator**.

PURPOSE OF THE POSITION

The Assistant Database Administrator (ADBA) shall play a critical role in managing and optimizing the Company's database systems, ensuring their reliability, security, and performance. The primary purpose is to oversee the administration, maintenance, and optimization of database environments to support the Company's data management needs.

KEY DUTIES AND RESPONSIBILITIES

- i. Administering and maintaining database systems, including installation, configuration, and patching of database software.
- ii. Monitoring and optimizing database performance, ensuring efficient query execution, data storage, and resource utilization.
- iii. Implementing and maintaining database security measures, including access control, authentication, and encryption, to protect sensitive data.
- iv. Designing and implementing backup and recovery strategies to ensure data integrity and availability in case of system failures or disasters.
- v. Managing database users, roles, and permissions, ensuring compliance with security policies and regulatory requirements.
- vi. Performing database tuning and optimization, including index management, query optimization, and database schema design.
- vii. Troubleshooting and resolving database-related issues, such as performance bottlenecks, data corruption, and connectivity problems.



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- viii. Planning and executing database upgrades and migrations, ensuring minimal downtime and disruption to business operations.
- ix. Collaborating with developers, system administrators, and other IT teams to integrate database systems with applications and infrastructure.
- x. Ensuring data replication between the primary and secondary data centres occurs in accordance with replication protocols.
- xi. Be responsible for storage management of all data in the IMIS ecosystem including scheduling of all backups.

EXPECTED COMPETENCIES

- i. Proficiency in database management systems, such as Oracle, SQL Server, MySQL, or PostgreSQL, including installation, configuration, and administration.
- ii. Strong understanding of database architecture, data modelling, and relational database concepts.
- iii. Experience with database performance monitoring and tuning tools, such as Oracle Enterprise Manager, SQL Server Management Studio, or equivalent.
- iv. Knowledge of database security principles and practices, including encryption, access control, and auditing.
- v. Excellent troubleshooting and problem-solving skills to diagnose and resolve database issues effectively.
- vi. Effective communication and collaboration skills to work with cross-functional teams and stakeholders.
- vii. Ability to work independently and prioritize tasks in a fast-paced environment.
- viii. Attention to detail and commitment to maintaining data integrity and confidentiality.

RELATED KNOWLEDGE, SKILLS, AND ABILITIES

- i. Familiarity with database backup and recovery technologies, such as RMAN (Recovery Manager) or native backup utilities.
- ii. Understanding of high availability and disaster recovery solutions for databases, including clustering, replication, and failover mechanisms.
- iii. Knowledge of database replication and synchronization techniques for distributed environments.
- iv. Experience with database automation and scripting languages, such as SQL, PowerShell, or Python.
- v. Understanding of database performance monitoring and diagnostic tools, such as Oracle AWR (Automatic Workload Repository) or SQL Server Performance Monitor.



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QUALIFICATIONS AND EXPERIENCE

- i. Bachelor's Degree in Computer Science, Information Technology or a related field.
- ii. Aged between 25-35.
- iii. Certifications in database administration, such as Oracle Certified Professional (OCP), Microsoft Certified Database Administrator (MCDBA), or equivalent shall be an added advantage.
- iv. At least a minimum of 2 years of experience in database administration roles, with hands-on experience managing enterprise-level database systems.
- v. Proven track record of implementing and maintaining database solutions in complex environments.
- vi. Experience with database migrations, upgrades, and performance tuning initiatives.
- vii. Knowledge of industry best practices and standards for database management and security.

2. ASSISTANT MIS SECURITY ADMINISTRATOR - (GRADE EG7) – (1 POSITION)

Tenable in the Company in the **ICT Department** at the Head Office, Chayamba, Blantyre. This post reports to the **Data Centre Administrator**.

PURPOSE OF THE POSITION

The Assistant MIS Security Administrator shall play a pivotal role in ensuring the overall security and integrity of the IMIS, encompassing various aspects such as cybersecurity, access control, and compliance with security policies and regulations. The primary purpose is to design, implement, and maintain robust security measures to safeguard the company's IT infrastructure and data assets.

Key Duties and Responsibilities

- i. Developing and implementing comprehensive cybersecurity strategies, policies, and procedures to protect the MIS from internal and external threats.
- ii. Managing firewall configurations and access control lists to regulate network traffic and prevent unauthorized access to sensitive systems and data.
- iii. Administering and maintaining the active directory environment, including user authentication, group policies, and directory service integration.
- iv. Conducting regular security assessments and vulnerability scans to identify and mitigate potential security risks and vulnerabilities.
- v. Monitoring security logs and alerts to detect and respond to security incidents, including malware infections, phishing attempts, and unauthorized access attempts.
- vi. Ensuring that all audit trails of all systems are active and functional for purposes of independent audit and assurance.



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- vii. Collaborating with internal stakeholders, including the internal audit and risk management departments, to facilitate security audits, assessments, and compliance reviews.
- viii. Providing security awareness training and guidance to end-users and IT staff to promote a culture of cybersecurity awareness and best practices.
- ix. Staying informed about the latest cybersecurity threats, trends, and technologies to continuously enhance the Company's security posture.
- x. Liaising with physical security teams to ensure that access control to all facilities is integrated in the MIS security ecosystem.
- xi. Participating in incident response and crisis management activities to minimize the impact of security incidents and ensure timely resolution.

EXPECTED COMPETENCIES

- i. Proficiency in cybersecurity principles, practices, and technologies, including network security, endpoint security, and data protection at enterprise level.
- ii. Experience with firewall management, intrusion detection/prevention systems (IDS/IPS), and security information and event management (SIEM) tools.
- iii. Knowledge of access control mechanisms, including role-based access control (RBAC), multi-factor authentication (MFA), and privileged access management (PAM).
- iv. Familiarity with regulatory compliance frameworks and standards, such as GDPR, HIPAA, PCI DSS, and ISO/IEC 27001.
- v. Strong analytical and problem-solving skills to assess security risks and recommend effective countermeasures.
- vi. Excellent communication and interpersonal skills to collaborate with cross-functional teams and communicate security requirements and recommendations effectively.
- vii. Ability to work independently and prioritize tasks in a dynamic and fast-paced environment.
- viii. Commitment to maintaining the confidentiality, integrity, and availability of sensitive information and systems.

RELATED KNOWLEDGE, SKILLS, AND ABILITIES

- i. Certifications in cybersecurity, such as Certified Information Systems Security Professional (CISSP), Certified Ethical Hacker (CEH), or Certified Information Security Manager (CISM).
- ii. Experience with security incident response procedures, digital forensics, and incident handling protocols.
- iii. Knowledge of identity and access management (IAM) solutions, including directory services, single sign-on (SSO), and identity federation.
- iv. Understanding of cloud security principles and best practices for securing cloud-based infrastructure and services.
- v. Familiarity with security risk assessment methodologies and tools for identifying and prioritizing security risks.



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- vi. Experience with security awareness training programs and security awareness campaign management.

QUALIFICATIONS AND EXPERIENCE

- i. Bachelor's Degree in Computer Science, Information Security, or a related field.
- ii. Aged between 25-35.
- iii. At least a minimum of 3 years of experience in information security roles, with a focus on designing, implementing, and managing security controls in enterprise environments.
- iv. Proven track record of successfully leading security initiatives and projects, including security architecture design, implementation, and maintenance.
- v. Experience working with regulatory compliance requirements and conducting security audits and assessments.
- vi. Strong technical skills and hands-on experience with security technologies, tools, and frameworks.

3. ASSISTANT NON-ERP SYSTEMS ANALYST - (GRADE EG7) – (1 POSITION)

Tenable in the Company in the **ICT Department** at the Head Office, Chayamba, Blantyre. This post reports to the **Senior Applications Administrator**.

PURPOSE OF THE POSITION

The **Assistant Non-ERP Systems Analyst** is responsible for the effective administration, maintenance, and support of the organization's non-ERP systems, including operations and business support applications. The role involves ensuring these systems are optimized to support business operations and processes and ensuring they are adequately integrated with the ERP systems.

BRIEF DESCRIPTION OF DUTIES AND RESPONSIBILITIES

- i. Assisting in the administration and maintenance of non-ERP systems, ensuring they are configured and customized to meet business requirements.
- ii. Providing user support and training to ensure efficient utilization of non-ERP systems.
- iii. Conducting system analysis to identify opportunities for process improvements and system enhancements.
- iv. Assisting in the management of integrations between non-ERP systems and other applications, ensuring seamless data exchange.
- v. Supporting the development of reports and dashboards to facilitate business decision-making.
- vi. Collaborating with cross-functional teams to gather requirements and implement non-ERP solutions that support business needs.



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- vii. Monitoring non-ERP system performance and troubleshoot issues to ensure system reliability and performance.
- viii. Participating in the planning and execution of system upgrades and patches.
- ix. Ensuring compliance with data governance and security policies within the non-ERP environment.
- x. Staying up to date with non-ERP system updates, new features, and best practices to recommend improvements.
- xi. Ensuring adequate integration with the ERP systems and that data exchanged between the two environments maintains its integrity.
- xii. Generating of all reports that are required by users of the Non-ERP systems.

REQUIRED COMPETENCIES

- i. Proficiency in non-ERP systems administration and support.
- ii. Understanding of business processes and how they are supported by non-ERP systems.
- iii. Experience with system integrations and data exchange protocols.
- iv. Strong analytical and problem-solving skills.
- v. Effective communication and collaboration skills.
- vi. Ability to manage multiple tasks and projects simultaneously.

QUALIFICATIONS AND EXPERIENCE

- i. Bachelor's degree in Computer Science, Information Technology, or related field.
- ii. Aged between 25-35.
- iii. At least a minimum of 2 years of experience in non-ERP system administration, support, and management.
- iv. Proven track record of successfully supporting and optimizing non-ERP systems.
- v. Experience with system upgrades and integration projects.
- vi. Understanding of data governance principles and regulatory compliance standards.
- vii. Knowledge of business support modules and operations modules.
- viii. Experience with SQL and report writing tools.

Familiarity with project management methodologies and best practices

4. ICT SUPPORT OFFICERS - (GRADE EG8) – (5 POSITIONS)

Tenable in various locations other than the head office within the Company's **ICT Department**. The locations are as follows: Kapichira (x1), Nkula and Tedzani (x1), Lilongwe and Salima (x1), Wovwe and Luwanga (x1), Likoma and Chizumulu (x1). This post reports to the **Senior ICT Network Administrator**.



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PURPOSE OF THE POSITION

The ICT Support Officer is responsible for providing comprehensive support for the network, ERP, and non-ERP systems in various company locations. The role involves ensuring seamless network administration, end-user support, troubleshooting technical issues, and collaborating with other administrators to maintain the overall IT infrastructure.

BRIEF DESCRIPTION OF DUTIES AND RESPONSIBILITIES

- i. Administering and maintaining network infrastructure, including LAN and WAN, to ensure reliable connectivity and performance at assigned locations.
- ii. Providing end-user support for hardware, software, and network-related issues, ensuring timely resolution to minimize downtime.
- iii. Troubleshooting and resolving technical challenges related to network, ERP, and non-ERP systems.
- iv. Assisting in the implementation and maintenance of ERP and non-ERP systems, ensuring they are optimized to support business processes.
- v. Collaborating with ERP, non-ERP, security, and network administrators to address technical issues and implement solutions.
- vi. Supporting the deployment and configuration of hardware and software at various company locations.
- vii. Ensuring compliance with IT policies, procedures, and security standards.
- viii. Conducting regular system and network audits to ensure optimal performance and security.
- ix. Providing training and support to end-users on the effective use of IT systems and applications.
- x. Staying up to date with the latest IT trends, technologies, and best practices to recommend improvements.

REQUIRED COMPETENCIES

- i. Proficiency in network administration, including LAN and WAN technologies.
- ii. Strong understanding of end-user support, troubleshooting, and technical issue resolution.
- iii. Knowledge of ERP and non-ERP systems administration and support.
- iv. Experience with hardware and software deployment and configuration.
- v. Excellent problem-solving and analytical skills.
- vi. Effective communication and collaboration skills to work with stakeholders and technical teams.
- vii. Ability to manage multiple tasks and prioritize effectively in a fast-paced environment.

QUALIFICATIONS AND EXPERIENCE

- i. Advanced Diploma in Information Technology, Computer Science, or related field.



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- ii. Aged between 25-35.
- iii. At least a minimum of 2 years of experience in IT support, network administration, and end-user support.
- iv. Proven track record of successfully supporting IT infrastructure in a multi-location environment.
- v. Experience with ERP and non-ERP system support and maintenance.
- vi. Understanding of IT policies, procedures, and security standards.
- vii. Relevant certifications in network administration, IT support, or equivalent.
- viii. Experience with troubleshooting and supporting ERP and non-ERP systems.
- ix. Familiarity with ITIL practices and support methodologies.

5. ASSISTANT ERP SYSTEMS ANALYST - (GRADE EG7) – (1 POSITION)

Tenable in the company in the **ICT Department** at the Head Office, Chayamba, Blantyre. This post reports to the **Senior Applications Administrator**.

PURPOSE OF THE POSITION

The Assistant ERP Systems Analyst is responsible for the effective administration, maintenance, and support of the organization's ERP systems. The role involves working closely with business units to ensure the ERP systems are optimized to support business operations and processes.

BRIEF DESCRIPTION OF DUTIES AND RESPONSIBILITIES

- i. Assisting in the administration and maintenance of the ERP systems, ensuring they are configured and customized to meet business requirements.
- ii. Providing user support and training to ensure efficient utilization of the ERP systems.
- iii. Conducting system analysis to identify opportunities for process improvements and system enhancements.
- iv. Assisting in the management of integrations between the ERP system and other applications, ensuring seamless data exchange.
- v. Supporting the development of enterprise reports and dashboards to facilitate business decision-making.
- vi. Collaborating with cross-functional teams to gather requirements and implement ERP solutions that support business needs.
- vii. Monitoring ERP system performance and troubleshooting issues to ensure system reliability and performance.
- viii. Participating in the planning and execution of ERP system upgrades and patches.
- ix. Ensuring compliance with data governance and security policies within the ERP environment.
- x. Staying up to date with ERP system updates, new features, and best practices to recommend improvements.



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REQUIRED COMPETENCIES

- i. Proficiency in ERP systems administration and support.
- ii. Understanding of business processes and how they are supported by ERP systems.
- iii. Experience with ERP system integrations and data exchange protocols.
- iv. Strong analytical and problem-solving skills.
- v. Effective communication and collaboration skills.
- vi. Ability to manage multiple tasks and projects simultaneously.

RELATED KNOWLEDGE, SKILLS, AND ABILITIES

- i. Knowledge of ERP systems such as SAP, Oracle, or Microsoft Dynamics etc.
- ii. Experience with SQL and report writing tools.
- iii. Familiarity with project management methodologies and best practices
- iv. Proven track record of successfully supporting and optimizing ERP systems.
- v. Experience with ERP system upgrades and integration projects.
- vi. Understanding of data governance principles and regulatory compliance standards.

QUALIFICATIONS AND EXPERIENCE

- i. Bachelor's Degree in Computer Science, Information Technology, or related field.
- ii. Aged between 25-35.
- iii. At least a minimum of 2 years of experience in ERP system administration, support, and management.

6. ASSISTANT NETWORKS & HARDWARE SUPPORT OFFICER - (GRADE EG7) - (1 POSITION)

Tenable in the Company in the **ICT Department** at the Head Office, Chayamba, Blantyre. The individual is responsible for the Head Office, Mapanga, Liwonde and Central Workshop. This post reports to the **Senior ICT Network Administrator**.

PURPOSE OF THE POSITION

The Assistant Networks and Hardware Support Officer is responsible for providing comprehensive support for the network, ERP, and non-ERP systems in various company locations. The role involves ensuring seamless network administration, end-user support, troubleshooting technical issues, and collaborating with other administrators to maintain the overall IT infrastructure.

BRIEF DESCRIPTION OF DUTIES AND RESPONSIBILITIES

- xi. Administering and maintaining network infrastructure, including LAN and WAN, to ensure reliable connectivity and performance at assigned locations.



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- xii. Providing end-user support for hardware, software, and network-related issues, ensuring timely resolution to minimize downtime.
- xiii. Troubleshooting and resolving technical challenges related to network, ERP, and non-ERP systems.
- xiv. Assisting in the implementation and maintenance of ERP and non-ERP systems, ensuring they are optimized to support business processes.
- xv. Collaborating with ERP, non-ERP, security, and network administrators to address technical issues and implement solutions.
- xvi. Supporting the deployment and configuration of hardware and software at various company locations.
- xvii. Ensuring compliance with IT policies, procedures, and security standards.
- xviii. Conducting regular system and network audits to ensure optimal performance and security.
- xix. Providing training and support to end-users on the effective use of IT systems and applications.
- xx. Staying up to date with the latest IT trends, technologies, and best practices to recommend improvements.

REQUIRED COMPETENCIES

- viii. Proficiency in network administration, including LAN and WAN technologies.
- ix. Strong understanding of end-user support, troubleshooting, and technical issue resolution.
- x. Knowledge of ERP and non-ERP systems administration and support.
- xi. Experience with hardware and software deployment and configuration.
- xii. Excellent problem-solving and analytical skills.
- xiii. Effective communication and collaboration skills to work with stakeholders and technical teams.
- xiv. Ability to manage multiple tasks and prioritize effectively in a fast-paced environment.

QUALIFICATIONS AND EXPERIENCE

- x. Bachelor's degree in Computer Science, Information Technology, or related field.
- xi. Aged between 25-35.
- xii. At least a minimum of 2 years of experience in IT support, network administration, and end-user support.
- xiii. Proven track record of successfully supporting IT infrastructure in a multi-location environment.
- xiv. Experience with ERP and non-ERP system support and maintenance.
- xv. Understanding of IT policies, procedures, and security standards. Relevant certifications in network administration, IT support, or equivalent.
- xvi. Experience with troubleshooting and supporting ERP and non-ERP systems.
- xvii. Familiarity with ITIL practices and support methodologies.



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7. HELP DESK OFFICER - (GRADE EG9) – (2 POSITIONS)

Applications are invited from suitably qualified persons to fill the vacant post of **Help Desk Officer-EG9** tenable in the company in the **ICT Department** at the Head Office, Chayamba, Blantyre. This post reports to the **Senior Applications Administrator**.

PURPOSE OF THE POSITION

The Help Desk Officer shall play a vital role in the MIS environment, serving as the primary point of contact for end-users seeking technical assistance and support. They shall be responsible for receiving, documenting, and resolving user issues promptly and efficiently, ensuring minimal disruption to operations.

KEY DUTIES AND RESPONSIBILITIES

- i. Receiving and logging user inquiries, incidents, and service requests via help desk management software.
- ii. Prioritizing and escalating issues according to established procedures, routing them to appropriate support teams or personnel.
- iii. Providing first-line support and troubleshooting for common technical problems, leveraging knowledge of MIS applications and systems acquired through training.
- iv. Coordinating with super users, application administrators, and data centre administrators to resolve escalated issues promptly and effectively.
- v. Maintaining accurate records of user interactions, actions taken, and issue resolutions within the help desk system.
- vi. Communicating effectively with end-users, providing timely updates and feedback on the status of reported issues.
- vii. Participating in training sessions to enhance knowledge of IMIS applications and systems, staying informed about updates and changes.
- viii. Assisting in the development and documentation of standard operating procedures (SOPs) for help desk operations and user support.
- ix. Adhering to the use of the help desk management software installed for the help desk management escalation procedures.

EXPECTED COMPETENCIES

- i. Strong interpersonal and communication skills, with the ability to interact professionally with users at all levels.
- ii. Excellent problem-solving abilities and attention to detail, capable of diagnosing and resolving technical issues efficiently.
- iii. Proficiency in help desk management software and ticketing systems, ensuring accurate and timely recording of user incidents and requests.



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- iv. Ability to prioritize tasks effectively and manage multiple competing priorities in a fast-paced environment.
- v. Team-oriented mindset with a customer-centric approach to service delivery, committed to ensuring user satisfaction and operational continuity.

RELATED KNOWLEDGE, SKILLS, AND ABILITIES

- i. Familiarity with MIS applications and systems, including but not limited to ERP systems, help desk management systems and/or escalation processes.
- ii. Basic understanding of help desk principles and help desk best practices, including incident management and escalation procedures.
- iii. Knowledge of common desktop operating systems, productivity software, and network fundamentals.
- iv. Experience in providing technical support or help desk services in a corporate environment is preferred.

QUALIFICATIONS AND EXPERIENCE

- i. Advanced Diploma in Information Technology, Computer Science, or a related field.
- ii. Aged between 25-35.
- iii. At least a minimum of 2 years' experience in a help desk or technical support role, preferably in a complex IT environment.
- iv. Certification in IT service management (e.g., ITIL Foundation) shall be an added advantage.
- v. Strong customer service orientation and a willingness to learn and adapt to new technologies and systems.
- vi. Customer service training.

METHOD OF APPLICATION

Interested persons should submit applications attaching a comprehensive CV, relevant certificates, and names of three traceable referees and these should reach the undermentioned not later than **Monday, 9th December 2024**.

Acting Director of Human Resources Management
Electricity Generation Company (MW) Ltd
Chayamba Building – Floor No. 4
P O Box 1567

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*****WE ARE AN EQUAL OPPORTUNITY EMPLOYER*****