

Position: Senior Laboratory and Diagnostics Officer
Location: Hanoi, Vietnam



FHI 360 is a nonprofit human development organization dedicated to improving lives in lasting ways by advancing integrated, locally driven solutions. Our staff includes experts in health, public health threats, education, nutrition, environment, economic development, civil society, gender, youth, research, technology, communication, and social marketing – creating a unique mix of capabilities to address today’s interrelated development challenges. FHI 360 serves more than 50 countries and all U.S. states and territories.

Job Summary:

The Senior Laboratory and Diagnostics Officer leads the implementation of laboratory and diagnostic technical work on the **STRengthening Infectious disease DEtection Systems (STRIDES) Activity in Vietnam**. The Senior Laboratory and Diagnostics Officer will supervise other staff and collaborate closely with national and sub-national health security actors. They will lead project activities related to laboratory and diagnostic systems, such as supporting national and sub-national laboratory network strengthening, overseeing the procurement and distribution of reagents and medical equipment, training partners on diagnostics and biosafety, and addressing gaps in specimen referral and cold chain systems. They will be responsible for implementing and monitoring strategic initiatives for project implementation, reporting, and delivery quality related to laboratory and diagnostic systems. They will work closely with STRIDES colleagues in Vietnam and globally to support project planning, reporting, and implementation, ensuring that project laboratory and diagnostic activities are implemented and reporting in alignment with the project’s workplans, reporting requirements, and industry best practices.

Accountabilities:

Technical Requirements:

- Provides project staff with overall technical direction and guidance in the areas of laboratory and diagnostic system strengthening in line with STRIDES’ expected outcomes.
- Supports technical aspects of the STRIDES Vietnam laboratory and diagnostic activities, including staff and partner capacity building.
- Monitors and maintains project protocols, instruments, data sets, manuals, training materials, and reports related to laboratory and diagnostic system strengthening.
- Works closely with the rest of the project team to ensure project implementation remains technically sound and adheres to company strategy and standard operating procedures.
- Develops or writes technical briefs, reports, or other necessary materials to facilitate research, best practices, policies, and procedures.
- Conducts analysis of project implementation to identify areas for improvement and propose appropriate technical strategy and guidelines.
- Assists with the implementation of research studies by providing technical support and overall management to ensure coordination and field-level implementation.
- Provides mentorship and team building at the task level.
- Provides technical support in the development and dissemination of tools, materials, reports, papers, and interventions for research projects.

- Provides technical input on subject matter best practices to assist with implementation
- May create technical portions of the project plan related to laboratory and diagnostic systems, within the given resources and financial constraints.
- Assists with implementing components of the laboratory and diagnostic technical portions of the project plan
- Develops and monitors technical work plans and budgets.
- Participate in client/funder meetings and draft reports/presentations.

Project Design and Implementation:

- Develops strategies and tools for the design and implementation of laboratory and diagnostic technical components.
- Monitors project deliverables and reports to supervisors.
- Leads technical project activities and sub-activities and assists with project implementation of laboratory and diagnostic technical components.
- Identifies and raises issues to senior technical staff.
- Functions as the technical lead with oversight of project technical, administrative, and finance compliance, technical deliverables, and team management (includes projects and consultants).
- Ensures project activities are on track with work plans, with technical expertise informing project implementation.
- Collaborates with project leadership and finance team to track activity timelines and budgets. Assists in the development of client reports and presentations.
- Collaborates with project finance to track technical project spend under broad supervision.
- Collaborates with project finance, administration, and procurement teams as required to ensure the timely implementation of project laboratory and diagnostic activities.

Project/Program Reporting:

- Prepares reports and papers summarizing project results and analyzing data sets and technical assessment findings.
- Drafts / prepares client technical reports.
- Creates technical content (e.g., reports, presentations, manuscripts).

Quality Assurance:

- Develops in-depth knowledge of quality standards through a formalized system that documents processes, procedures, and responsibilities for achieving quality policies and objectives.
- Coordinates and directs activities to meet client/funder and regulatory requirements.

Applied Knowledge & Skills:

- In-depth knowledge of concepts, practices, and procedures for providing technical support for research studies.
- Development of scope of work and deliverables for partners, consultants, etc.
- Broader knowledge of quality standards
- Proficiency with database management software and online search tools required.
- Has sensitivity to cultural diversity and understanding of the political, contextual, and ethical issues in assigned areas.
- Articulate, professional, and able to communicate in a clear, positive manner with clients and staff.

- Must be able to read, write, and speak fluent English.
- Excellent organizational and analytical skills.
- Excellent and demonstrated project management skills.
- Ability to influence and collaborate with others.
- Demonstrated proficiency with using Microsoft Office Suite required.
- Ability to analyze and interpret data, identify errors, and prepare reports.
- Ability to solve problems and implement corrective action as needed.

Problem Solving & Impact:

- Works on problems of moderate to complex scope that require review of various factors.
- Exercises good judgment in selecting methods and techniques to determine appropriate action.
- Decisions may cause delays and affect a work unit or area within a department.
- Identifies and raises issues to senior technical staff
- Networks with key internal and external personnel.
- Decision may cause delays or failure to achieve results that impact departmental goals.

Supervision Given/Received:

- Determines methods and procedures for new projects and assignments.
- Serves as team lead and may mentor other lower-level personnel.
- May supervise junior-level staff.
- Reports to the STRIDES Vietnam Project Director.

Education: ** **

- Master's Degree or its International Equivalent in Knowledge/Information Services, Health, Human Development, Microbiology, Clinical Diagnostics, or a Related Field.
- Project Management (PM) Certification preferred.

Experience: ** **

- Typically requires 6+ years of relevant experience managing data collection and technical assistance experience.
- Proven knowledge and experience in the diagnosis of infectious diseases.
- Knowledge and experience with strengthening laboratories to achieve international quality standards.
- Prior work experience in a non-governmental organization (NGO), government agency, or private organization.
- International or Domestic (US) Program Development or Program management experience preferred.

Typical Physical Demands:

- Typical office environment.
- Ability to spend long hours looking at a computer screen and doing repetitive work on a keyboard.
- Ability to sit and stand for extended periods of time.
- Ability to lift/move up to 5 lbs.

Technology to be Used:

- Personal Computer/Laptop, Microsoft applications (i.e., Office 365, SharePoint, Skype/Zoom/Teams), cell phone/mobile technology, and standard office equipment.

Travel Requirements:

- 10% - 25%

FHI 360 offers competitive compensation and excellent benefits.

Interested candidates are invited to visit FHI 360's career page at <https://www.fhi360.org/careers> and apply the position ONLINE by **March 10, 2026**.

Only shortlisted candidates will be contacted for interviews