

Position: Laboratory and Diagnostic Officer (02 positions)

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 STRengthening Infectious disease DETection Systems (STRIDES) Activity in Vietnam seeks two (2) Laboratory and Diagnostic Officers to provide basic technical support and guidance to staff and partners in Vietnam. The officer drafts the technical portions of proposals and project design, based on the design and direction set by technical leadership. Implements and monitors technical strengthening initiatives. Develops adoption and/or training strategy, designs and conducts training or adoption activities for laboratory and diagnostics. Creates and contributes to the creation of laboratory and diagnostics-related materials in line with the needs of activity implementation in Vietnam.

Accountabilities:

Technical Requirements:

- Assists in providing technical support and guidance in the areas of laboratory and diagnostic system strengthening, including the development and dissemination of tools, materials, reports, papers, and intervention for projects.
- Conducts research of published literature on evolving issues in laboratory & diagnostics related areas.
- Provides quality control and quality assurance support.
- Conducts searches of published literature, mobile software sites, blogs, on evolving issues.
- Contribute to development and sharing of lessons, knowledge, innovations, and best practices.
- Provides support to work planning and workplan preparation and finalization.
- Performs other duties as assigned.

Project Design Implementation:

- Works closely with assigned team to ensure activities are implemented according to standard operating procedures
- Monitors and maintains protocols, instruments, data sets, manuals, training materials and reports.

Client Support:

- Participates in client meetings.
- Prepares Requests for Proposals for technical, administrative, and other service needs.

Operations Management (Finance, HR, etc.):

- Responds to requests and inquiries from internal and external staff.

- Provides administrative and logistic support to technical research, training, events, meetings, and other activities.

Project/Program Reporting:

- Supports preparation of quarterly and annual reports, and other documents.
- Writes and edits technical reports and documents.
- Gathers information, data, and statistics needed to provide evidence for reports, presentations, papers, and other documentation produced.
- Assists with technical troubleshooting, guides data analysis, and application of data.
- Participates in data review and supports data for decision-making.
- Ensures the documentation and reporting of appropriate services rendered to clients are done in the relevant service registers.
- Assists with compiling technical content (e.g., reports, presentations, manuscripts).

Applied Knowledge & Skills:

- Proficiency with database management software and online search tools required.
- Development of scopes of work and deliverables for partners, consultants, etc.
- Has sensitivity to cultural diversity and understanding of the political, contextual, and ethical issues in laboratory and diagnostic systems.
- Articulate, professional, and able to communicate in a clear, positive manner with clients and staff.
- Basic working knowledge of concepts, practices, and procedures with providing technical support for technical research studies.
- Excellent oral and written communication skills.
- Excellent organizational and analytical skills.
- 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.
- Must be able to read, write, and speak fluent English.

Problem Solving & Impact:

- Works on problems of moderate scope that require analysis or interpretation of various factors.
- Exercises judgment within defined procedures and practices to determine appropriate action.
- Builds rapport with internal and external staff.
- Decision may affect a work unit or area within a department.

Supervision Given/Received:

- Has no supervisory responsibility.
- Receives general instructions on routine work, detailed instructions on new assignments or projects.
- Reports to a Sr Lab Diagnostics Officer

Education: ** **

- Bachelor's Degree or its International Equivalent in Health, Human Development, Microbiology, Clinical Diagnostics, or a related field.

Experience: ** **

- Typically requires 2+ 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 company.

Typical Physical Demands:

- Typical office environment.
- Ability to spend long hours looking at 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