

Key Position Information:	
Job Title	District IT Analyst / Associate
Department	IT
Position Location	District
Type of Agreement	Renewable fixed-term contract
Position Reporting	State IT Sr. Analyst
Position Reportees	None
Position Level	Middle

Educate Girls – An Overview:

Vision- We aim to achieve behavioural, social and economic transformation for all girls towards an India where all children have equal opportunities to access quality education.

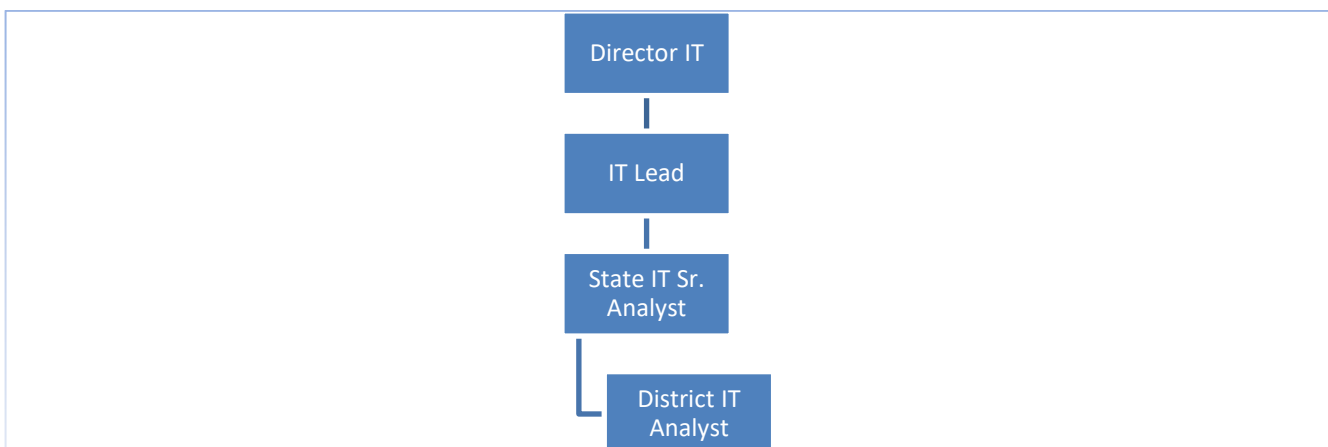
Background- Educate Girls (a project of 'Foundation to Educate Girls Globally') is a non-profit organization that focuses on mobilizing communities for girls' education in India's rural and educationally backward areas. Strongly aligned with 'Right to Education Act' or the 'Samagra Shiksha' the organization is committed to the Government's vision to improve access to primary education for children, especially young girls. Educate Girls currently operates successfully in over 20,000+ villages in Rajasthan, Madhya Pradesh and Uttar Pradesh. By leveraging the Government's existing investment in schools and by engaging with a huge base of community volunteers, Educate Girls helps to identify, enrol and retain out-of-school girls and to improve foundational skills in literacy and numeracy for all children (both girls and boys). This helps deliver measurable results to a large number of children and avoids parallel delivery of Services.

We are at www.educategirls.ngo for detailed information on our vision, mission and programs.

Position Overview:

The District IT Analyst is the information technology in-charge for the district operations. The incumbent handles the procurement, deployment of IT assets, managing them and any other matters related to information technology implementation in district. The position will be responsible for all IT operations at District level and handle all types of technical issues at their respective district. The incumbent will be required to share their district status report via various types of analytical reports. The incumbent will be training users on IT App and asset usage. Has to liaise with Operations for implementing function activity/Task, Budgeting and support Accounts & Finance for Tally Access, Communications for Backups, Admin for office IT infra changes/up gradation, HR for documents scanning support.

Position in the Organogram:



Position Key Responsibilities:

- Install and configure computer hardware operating systems and applications.
- Monitor and maintain computer systems and networks.
- Help staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues.
- Troubleshoot system and network problems, Diagnosing and solving hardware or software faults.
- Replace parts as required.
- Provide support, including procedural documentation and relevant reports.
- Follow diagrams and written instructions to repair a fault or set up a system.
- Support the roll-out of new applications.
- Set up new users' accounts and profiles and deal with password issues.
- Respond within agreed time limits to call-outs.
- Work continuously on a task until completion (or referral to third parties, if appropriate).
- Prioritize and manage many open cases at one time.
- Rapidly establish a good working relationship with customers and other professionals, such as software developers.
- District level procurement and Budget planning and management.
- Test and evaluate new technology.
- Conduct electrical safety checks on computer equipment.
- Asset Management: Allocation, Tagging and tracking, transfer, maintain all type of asset records.
- Backup: Responsible to take users data backup.
- Reporting: Responsible to share district requirement and progress reports via various and analytical reports.
- Training: Train users on IT application, process and assets uses.
- Provide solution to end user to any type of IT issues (Hardware, Software), Troubleshooting software, laptops, desktops, printer, scanner issues.
- Software license management
- Asset Management
- Setting up Local Area Network, MIS & Reporting, File server, Firewall, Network and Device Security, IT Security Policies, Access management.

Desired Incumbent Profile:

Personality: Self-driven, result-oriented with a positive outlook and a clear focus on high quality output. Excellent conceptual and analytical skills. Demonstrable ability to think strategically, innovatively and practically to ensure achievement of desired change objectives. Proactive approach to problem-solving with strong decision-making capability. Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail. Very strong interpersonal skills and the ability to build relationships with multiple stakeholders. Empathic communicator, ability to see things from the other person's point of view. Ability to get along with variety of individuals and a team-player. Willingness to travel up to 25% of the time at the state/district/village level in programme geographies

Work Life Balance: Must be mature and domestically secure. Able to manage travel without upsetting domestic situation. Able to work extended hours on occasions when required.

Technology skills: Must be adept in use of MS Office, particularly Excel, Word & Power point and ideally Access or similar database to basic level, Internet and email. Open for learning and adapting to new technologies being introduced in the organization.

Specific Job Skills & Values:

- Excellent working knowledge of computer systems, security, network and systems administration, databases and data storage systems (Servers), and phone systems, Data center management.
- Firm grasp on IT infrastructure and operations best practices.
- Excellent project management skills and strong ability to prioritize.
- Experience leading and managing large IT projects and rolling out IT infrastructures across various technologies.
- Experience leading and managing large IT team.
- Experience to handle escalations.
- Excellent listening and questioning skills, combined with the ability to interact confidently with clients to establish what the problem is and explain the solution.
- Good Experience in Call management, People management, Vendor Management, TAT management.
- Experience in making and managing Budget and having knowledge about IT procurement.
- Sound contextual knowledge of local issues, organizational relationships, social and cultural constraints and realities, and environmental conditions, Right to Education, Child Psychology, and Community Motivation
- Demonstrated ability to cultivate relationships, collaborate with individuals in a culturally diverse setting and build consensus;
- Ability to multitask and perform under stress situation
- Ability to treat people equally irrespective of gender
- Integrity towards the work and ability to “know & do” what is right
- Striving to lead by performance excellence
- Working effectively and inclusively with a range of people both within and outside of the organization
- Empathy
- Good knowledge of MIS , report preparation and presentation skills
- Knowledge about server, Network and app testing and their functionality.
- Good knowledge on various operating system: Windows, Linux, Android etc.
- Vendor and supplier networking and management.
- Strong Learning and grasping capacity and a good memory of working of software and operating systems
- Good negotiation skills

Adherence to Code of Conduct & EG Policies:

All existing & new employees shall ensure that they at all times act in compliance with EG’s laid down Code of Conduct & adhere to all Policies of EG, including but not limited to Workplace Harassment Policy, Sexual Harassment Prevention and Redressal Policy, Child Protection Policy, Code of Conduct Policy, Whistleblower Policy, Work from Home Policy, Diversity and Inclusion Policy etc. EG has a zero-tolerance policy for all forms of discrimination.

Preferred Education Background:

- Hold a graduate/post graduate degree in computer science, IT, MCA, M.Sc or similar qualification. Additional qualification will include Diploma in Software, Hardware and Networking. Certifications in technologies like ASP.NET, Python, Database Management, Cloud technologies, ITIL process knowledge and so forth.
- Fluent in Hindi and basic knowledge of English & local dialect.

Preferred Work Experience:

- Minimum experience of 3-4 years in IT Hardware, Networking and Server Management (L1 & L2) Experience of setting up LAN, WAN, File Server, Firewall, Cloud services management, troubleshooting of Computers, Accessories and Peripheral devices. Also required is experience of Vendor Management, MIS and Reporting on IT services.

Desired Competencies-

Strategic Thinking – Think big yet act focused	Taking Ownership – Feel responsible & accountable	Analytical Thinking – Stay true to your data
Developing Talent – Growing and taking people together	Ensuring Alignment – Think differently but work together	