

Job Description - IT Solution Manager - Pragati

Designation	IT Solution Manager - Pragati
Department	IT
Location	HO
Employment type	Employment contract
Report to	Functional: Director - IT Operational: Project Lead - Pragati
Positions reporting to this role	NA
Employment level	Mid

Version No:			
JD No.:		Version No.:	V1
Effective date:		JD approved by:	

Organization Background

Established in 2007, Educate Girls (a project of 'Foundation to Educate Girls Globally') is holistically tackling issues at the root cause of gender inequality in India's education system that has helped to ensure over 90% enrolment and higher attendance as well as improved school infrastructure, quality of education and learning outcomes for all girls.

Our comprehensive model helps communities assess their school situation, initiate action plans and empowers them to sustain positive results at the lowest cost. Educate Girls believes that if girls in the most backward gender gap districts are educated now, they will have the potential to enter the formal economy, gain employment and lift their families out of poverty. By leveraging the government's existing investment in schools, Educate Girls delivers measurable results to a large number of beneficiaries and avoids duplication or parallel delivery of services.

Because of the sustainability and scalability of the model, Educate Girls has grown from a 500-school pilot project in the Pali district of Rajasthan to now serving thousands of schools, reaching millions of children in some of India's most remote areas. The non-governmental organization has a management and outreach office in Mumbai and operations in Rajasthan and Madhya Pradesh and is committed to launching interventions in multiple new geographies across India over the coming years.

For further details about organization please visit www.educategirls.ngo

About Project Pragati

With 14 years of experience in educating girls from different age groups and socio-economic backgrounds across 3 states in India, Educate Girls aims to work towards providing a second chance to the permanently at risk out of school adolescent girls (PAR OOASGs) in passing Grade 10 and unlocking life outcomes.

Through Project Pragati, Educate Girls aims to **reach 2 lakh PAR OOSAGs in India by 2026**, to provide them a flexible ‘second chance’ to pass Grade 10 through open schools (State / NIOS). In its pilot stage the goal for Pragati is to develop a **scalable, sustainable, cost effective, flexible and results-based model** that enables us to scale pan-India.

Our Values

Gender Equality	Being able to treat people equally irrespective of gender
Integrity	Possess the ability to “know and do” what is right
Excellence	Being outstanding or extremely good, striving to lead by performance excellence
Collaboration	Working effectively and inclusively with a range of people both within and outside of the organization
Empathy	Being able to understand and share the feelings of another and use that understanding to guide our actions

Our 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

✓ Job Profile

The **Pragati IT Solution Manager** will work directly with Director IT & Pragati Lead to fully and operationally manage any ongoing IT and tech activities pertaining to Project Pragati, and will be responsible for operationalization of all project management processes and best practices in the project. He/She will be involved from the ideation stage with tech vendors and partners in the project and will be accountable for developing, tracking & reporting on the detailed project plan, project risks & project budgets. In the medium and long-term, he/she is also expected to introduce project management best practices in the Pragati team and other stakeholders as required.

✓ Areas of Responsibility:

IT solutions manager role is to **manage, plan, coordinate, and supervise all activities related to the design, development, and implementation of different technical solutions and software applications used in Pragati ecosystem**

1. Participate in selection of information system solutions, considering functionality, data, security, integration, infrastructure and performance
2. Work collaboratively with the project / technical teams / vendors to ensure they have clear direction on the functions and design of the applications
3. Manage related projects based on project best practices
4. Report to the management stakeholders on ongoing project status, issues, risk & mitigating measures and seek decisions on changes and other corrective actions in the entire project lifecycle
5. Act as a single point of contact for project management teams of all technical service delivery providers and ensure consistent and transparent communication & understanding across various

tech service providers regarding project scope, timelines, deliverables, and other project artifacts & processes

6. Coordinate and execute “end-to-end” Change requests (CR) as a main IT point of contact for Pragati business teams
7. Participate in maintaining and developing the current and future application architecture and design a structure that is stable and resilient
8. Responsible of incident management process for IT systems
9. Ensure deliveries of solutions and services against agreed formal contract mechanisms established with technology service partners within the set time and cost boundaries
10. Verifying the invoices presented by any tech service provider against the agreed and approved service requests / contracts.

✓ **Core Responsibilities**

- IT Project management
- Vendor delivery & SLA management
- Application support management

✓ **Liaise with:**

- Tech vendors
- Consulting partners
- Inter department within EG
- Pragati program & governance teams

✓ **Education Background:**

- Graduation or post-graduate degree in engineering/computer science/business administration is preferred
- Certification in one or more project management methodologies from universally recognized bodies is preferred

✓ **Work Experience:**

- At least 8-10 years of IT and IT project experience, preferably with 3-4 years experience in Education & Education Technology space.
- Candidates with 2-3 years experience in IT application & product development preferred
- Candidates with some experience of working in a multi-vendor service delivery envt with responsibility towards application management and support are preferred

✓ **Skills Set:**

Soft skills:

- Excellent communication and articulation for working stakeholders at various levels in the organization
- Strong leadership and team management skills
- Multitasking and collaboration with internal departments
- Ability to learn and work independently
- Good problem-solving skills
- Coordination and Liaising skills
- Negotiation and analytical skills

Technical skills:

- Adept in working standard project management tools like MS Project, Powerpoint, MS excel etc.
- Good knowledge of software development lifecycle and IT support processes
- Experience of IT vendor coordination and management for project and support process deliveries

Travel requirement: 20%

"Educate Girls is committed to achieving 50/50 gender balance in its staff. Female candidates are strongly encouraged to apply for this position."