Job Description – Senior Manager IT

Designation	Senior Manager IT
Department	Information Technology
Location	Head Office, Mumbai
Employment Type	Renewable Full Time Employment Contract
Report to	Director IT

Organization Background

Established in 2007, Educate Girls' is a non-profit that focusses on mobilising communities for girls' education in India's rural and educationally backward areas.

Strongly aligned with the 'Right to Education Act' or the 'Samagra Siksha', Educate Girls is committed to the Government's vision to improve access to primary education for children, especially young girls.

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

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

Experience managing large IT landscape with strong knowledge in EUC (End User Computing), Servers, Network, Storage, Backup, Cybersecurity domains.

The Senior IT Manager will be responsible for managing, maintenance, planning, providing technical solutions for the IT landscape comprising On-premise & Cloud Servers plus sound knowledge on application management.

The candidate will responsible to manage the IT Operations, Projects, Cybersecurity, proficient in vendor management (Coordination, maintain Quality & SLA monitoring).

Experience working with different stakeholders, closely working with business, understand their technology needs and replicating them into IT solutions, fostering strong relationships, ensuring effective communication at different levels.

Strong Team player with effective collaboration skills, Team attitude, providing support and guidance to the Internal IT Team, ensuring IT alignment with business objectives and overall organizational goals.

Areas of Responsibility

- Providing support to end-users including but not limited to laptop provisioning, hardware & software troubleshooting, maintenance, upgradation, etc.
- User mailbox creation, deletion, updating managed through Google workspace.
- Experience in managing and maintaining IT peripherals like Printers, Scanners, Webcams, Projectors, Speakers, External USB, etc.
- Providing support to VIP users as & when required, prioritizing VIP related requests/issues and ensuring satisfactory resolution.
- Hands on experience on managing Server, Networks, Firewalls, Active Directory technologies.
- Maintaining the LAN, MAN & WAN network perimeter of the HO & the state offices having experience working on Switches, Routers, Firewall, Internet Lease Line, Wi-Fi Access Point devices, etc.
- Maintaining cloud infrastructure and services, working knowledge on Azure, AWS, managing resource groups, monitoring cost utilization, Cloud security and access management.
- Good understanding of Cloud billing, generating utilization reports on monthly basis, analysing and proving inputs for Cloud cost optimization.
- Experience managing including but not limited to Cybersecurity topics like Antivirus, patch management, SSL certificates, WAF, email spoofing, end-point protection.
- Carrying out hardening of the systems as per the CIS benchmarks
- Conducting VAPT for systems/applications, reviewing reports, doing assessment and fixing them as per the system/application needs.
- Working knowledge of any Mobile Device Management (MDM) having experience of installation, deployment, configuring MDM on end user mobile devices for enhanced security.
- Good knowledge on applications and softwares used by different business verticals, helping them to install, deploy & configure such APPs/softwares in conjunction with the Application Vendor.
- Assisting Application Team to maintain key Applications like HRMS, PMS, Website, CRM, etc.
- Minimum 7 to 10 years of experience in Vendor & contract management, having worked with enterprise OEMs for both Hardware & Software.
- Demonstrating strong vendor relationship skills for IT procurement, AMC's, licenses, subscriptions, payments and end-to-end Vendor management for new & existing Services/support.
- Experience in delivering IT projects across different technologies, identifying risk, project dependencies, critical path and continuous tracking project milestones and deliverables.
- Overseeing and determining timeframes for major IT projects including system updates, upgrades, migrations and outages.
- Collaborate effectively with Business leads, technical teams, business partners and vendors to plan, execute and deliver within budget and timelines.
- Developing and implementing documents (Policies, SOP's, Runbook) and best practice guidelines for the organisation.

- Providing direction & mentoring internal IT team members, helping them for technical topics, doing knowledge sharing, technical trainings, etc.
- Identifying opportunities for team training and skills advancement for Team members.
- Maintaining the IT asset inventory, maintain and monitoring it regularly.
- Conducting Internal IT system Audits regularly and fixing as per the Audit findings.
- Leading the IT external Audits by working closely with Internal IT Teams and ensuring Audit compliances.
- Preparing and present regular IT reports (Operations, Cybersecurity, Projects, performance) with IT Head for evaluation

Education Background

- Graduate degree in Computers or relevant field
- Diploma in Computers or relevant field

Work Experience

- Overall minimum 12 years of experience in IT Infrastructure Management with strong knowledge in EUC (End User Computing), Servers, Network, Storage, Backup, Cybersecurity domains.
- Minimum 5 years of experience in managing and support business APPs like websites, CRM, ERP, etc.
- Minimum 5 years of experience in Cloud services management.
- At least 5 -7 years of working experience in Cybersecurity domain

Skills Set

- Good in Infrastructure Management, End User Computing, IT Operations, IT Audits, etc.
- Expertise on Windows, Linux, Networking, Firewall, MDM, Project Management skills, ITIL practices.
- Attitude to learn and adapt to new technologies as demanded.

Soft skills: Good communication and interpersonal skills. Good analytical capabilities and grasping capacity. Strong Team player emphasizing more on TEAM work rather than working on silo approach.

Technical skills:

- Windows, Linux, IOS.
- Cloud (Azure, AWS, GCP).
- Network, DNS, FTP, IIS, Active Directory, Cybersecurity.
- Good knowledge of WordPress and other CMS tools. Basic knowledge of any CRM.

Travel requirement

- Yes, on-adhoc basis to support the business functions / Internal IT Team once in a quarter.

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