



Manager – Technology

Location: Mumbai

Information Links

www.educategirls.ngo

[Founder Safeena's TED Talk , April 2019](#)

[2023 WISE Prize in Education](#)

[Worlds First Development Impact Bond in Education](#)

[First TED Audacious Project to be chosen from Asia](#)

About Educate Girls:

- Established in 2007, Educate Girls' is a non-profit that focuses on mobilizing communities for girls' education in India's rural and educationally backward areas. Educate Girls' scalable, replicable and sustainable program model resides on top of India's 'Right to Education Act'.
- From a 500-schools pilot in 2007, Educate Girls has metamorphosed into a 24,000+ schools, over 18,000 villages across more than 33 districts in the states Rajasthan, Madhya Pradesh, Uttar Pradesh & Bihar.
- Since inception, Educate Girls has enrolled 1.4+ million Out-of-school girls (OOSG); 1.9+ million children have benefitted from the remedial learning curriculum. Over 18.6 million total beneficiaries have been impacted from Educate Girls' program model. For more information log on to www.educategirls.ngo
- In the next 10 years, Educate Girls aims to build one of the largest second-chance program - Pragati - for adolescent girls and young women. The objective of Pragati is to create an ecosystem to enable 10th grade credentialing and access to better life chances for adolescent girls and women who have dropped out of the formal school-system. The goal is to transform 10 million lives in the next 10 years. For more information about the project, visit <https://www.educategirls.ngo/project-pragati/>

About the role:

The Manager – Technology will be responsible for end-to-end project management, technology rollout, data governance, and vendor coordination for the Pragati technology platform. The role requires driving product efficiency, ensuring system integration, managing change processes, and supporting stakeholders to deliver seamless technological solutions that align with program objectives.

In this role, you will be responsible for:

Performance & Project Management

- Responsible for annual and quarterly planning, budgeting, and tracking project milestones.
- Establish strong understanding of project processes, systems, datasets, and performance indicators at outcome, output, and activity level.
- Manage project scope, sprints, resource allocation, timelines, and expense flow.
- Prepare documentation, presentations, and donor reports (monthly, quarterly, annually).
- Drive governance, knowledge management, and cross-functional communication.
- Manage product documentation – technical manuals, architecture, security documents.

Product Quality Assurance

- Enhance product efficiency through UI/UX improvements and performance optimization.
- Conduct regular user feedback sessions and translate insights into product improvements.
- Monitor uptime, response time, and error logs to proactively resolve performance bottlenecks.

Technology Development & Rollout

- Support rollout of web and mobile applications in collaboration with vendors and internal teams.
- Develop and document specifications – functional requirements, workflows, use cases, test plans, and UAT.
- Provide user training, product support, and quality assurance.
- Innovation - Explore and implement new tech solutions – chatbot integration, WhatsApp support, photo attendance, AI/ML applications etc

. Change Management

- Design and implement an effective change management strategy to support evolving program needs.
- Analyze system gaps, recommend enhancements, and manage delivery of updates in collaboration with software teams.
- Ensure smooth bug resolution through ticketing systems and helpdesk support.

Data Management & Security

- Ensure accurate, secure, and compliant data collection and reporting via PPA applications.
- Oversee data management processes including organization, protection, storage, and sharing.
- Implement data privacy and security policies coordinate internal and external audits.

Vendor & Partnership Management

- Serve as primary liaison between Pragati tech platform and technology service vendors.
- Manage vendor performance, contracts, procurement, payments, and termination processes.

- Coordinate with multiple technology partners for smooth system delivery.
- Maintain admin-level oversight of vendor platforms and tools.

IT Support & Infrastructure Support

- Provide first-line IT support in coordination with the IT team.
- Ensure basic infrastructure management including server monitoring, connectivity, and security updates in coordination with the IT team.
- Liaise with the IT team for infrastructure upgrades and compliance audits.

Desired Incumbent Profile:

- Education: Graduate/Post-Graduate IT, Project Management is MUST, or related field.. Experience: 6+ years overall work experience.
- Minimum 4 years in data management, software development/management within the social sector.
- **Skill Set:** Soft Skills: Critical & analytical thinking, interpersonal & communication skills, stakeholder engagement, vendor management, target-driven approach.
- **Technical Skills:**
 - Business Requirement Gathering, MIS & Data Systems
 - Project Management of Web & Mobile App development -
 - UI/UX understanding and mobile experience design
 - Documentation (FSD, workflow docs, test cases, manuals)
 - Understanding of IT infrastructure management (server, backup, security, connectivity) o MS Office proficiency

Attributes to be successful in this role at Educate Girls

- Demonstrated commitment to gender equity, data-driven planning, and youth empowerment.
- Strong interpersonal skills to work with diverse government departments and partner NGOs.
- Ability to communicate complex data insights in a simple and visual manner.
- High level of integrity, accountability, and professional maturity.

✓ Travel requirement:

- Willingness to travel up to 25% of the time at the State/district level in program geographies

APPLY HERE : <https://forms.gle/TJe2wb7tn9EfV95W7>