Senior Manager – IT Infrastructure & Applications

Department: Information Technology
Location: Head Office, Mumbai
Level: Manager

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Information Links

www.educategirls.ngo

Educate Girls receives the 2025, Ramon Award Magsaysay

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

Our Core Values: Integrity | Collaboration | Gender Equality | Empathy | Excellence

Join Us in Transforming Lives:

Educate Girls is an award-winning non-profit working to ensure that every girl in India's rural and educationally marginalised communities has access to quality education.

In 2025, **Educate Girls became the first Indian organisation to receive the Ramon Magsaysay Award, Asia's highest honour.**

Since 2007, we have partnered with state governments and local communities to identify out-of-school girls, support their enrolment and retention, and strengthen foundational learning for all children. Our second-chance program also helps adolescent girls and young women complete their Grade 10 and 12 educations while building life skills and agency.

With a network of more than 55,000 community volunteers, Educate Girls has enrolled over 20 lakhs girls and improved learning outcomes for over 24 lakh children across 30,000 villages in Rajasthan, Madhya Pradesh, Uttar Pradesh, and Bihar.

Over the next 10 years, Educate Girls aims to impact 10 million learners by:

- Continuing 'Vidya', our Back-to-School Program, which identifies out-of-school girls (ages 6-14), supports enrolment and retention in government schools and strengthens foundational learning and life skills.
- Scaling up India's largest second-chance education initiative 'Pragati', targeting adolescent girls and young women (ages 15–29) who drop out due to societal barriers & systemic gaps and are now ineligible for formal schooling. Pragati delivers village-based learning camps to build life skills, enhance agency and enable learners to earn their Grade 10 certifications through State Open Schools.
- Strengthening open schooling systems in 12 states through Technical Assistance Units (TAUs) in partnership with the government. These units focus on improving access to and the quality of State Open Schools to support learners in the Pragati program.
- Together, these programs embody our mission to ensure that every girl is included, educated, and empowered - driving lasting transformation in education and gender equity across India.

About the role:

This role is responsible for managing the organization's IT applications, infrastructure, networks and security across on-premise and cloud environments. The role strongly focuses on application management, CI/CD pipelines, deployments and integrations to ensure systems are stable, scalable and business-ready. This position ensures reliable operations, secure access, backups, disaster recovery, cybersecurity controls and DPDP compliance. The role works closely with business teams, vendors, cloud providers and application partners to plan, deliver and support technology solutions. It also leads IT operations, projects, vendor performance and SLA management. The role guides and supports the internal IT team, ensuring IT services are aligned with business needs and organizational goals.

In this role, you will be responsible for:

Application & Database Management

- Oversee development, maintenance and smooth functioning of business applications such as HRMS, PMS, Websites, CRM, LMS, CMS, ERP and other internal systems used across teams.
- Manage application deployments, upgrades and version control across environments (development, testing and production), ensuring minimal downtime and stable releases as per CI/CD best practices.
- Monitor application performance, availability and user experience, coordinating with internal teams and vendors to quickly resolve issues.
- Manage application access, user roles and permissions, ensuring secure and controlled usage aligned with business and compliance requirements.
- Support integrations, APIs and data flows between internal applications and third-party platforms to enable seamless business operations.
- Ensure applications meet security, backup, data protection and DPDP compliance requirements, including coordination for VAPT and remediation.
- Provide oversight of databases (PostgreSQL, MySQL, SQL Server, MSSQL), coordinating with DBA vendors for installation, configuration, availability and secure access.
- Work closely with DBA vendors on backups, restores, patching, performance tuning, replication and schema changes to ensure data reliability.
- Monitor database health and performance, supporting optimization of queries, storage and system capacity to meet growing business needs.
- Act as a bridge between business teams, application vendors and IT teams, translating business needs into reliable application and database solutions while ensuring documentation, reporting and audit readiness.

2.Cybersecurity Management and Operations

- Identify security gaps in cloud, systems and applications, and work with vendors to fix risks.
- Ensure application security by reviewing access controls, integrations, configurations and vulnerabilities across all business applications.
- Identify and protect personal data (PII), ensuring safe access and DPDP compliance.
- Monitor security alerts, conduct VAPT, respond to incidents and track vulnerabilities.
- Implement strong access controls including MFA, role-based access, password standards and patching.
- Improve infrastructure security through system hardening, endpoint protection and network controls.
- Define and enforce security requirements for vendors and ensure governance compliance.
- Maintain security policies, SOPs, logs and change records, and support security awareness and the cybersecurity roadmap.

3.Server & Network Management, BCP & DR

- Manage on premise and cloud servers, storage systems and employee devices to ensure stable, secure and high-performing IT operations.
- Monitor systems, apply regular updates and security patches, manage user access and coordinate with vendors or cloud providers to resolve infrastructure issues.
- Manage network infrastructure including switches, routers, firewalls, VPNs and internet links to ensure secure and uninterrupted connectivity.

- Monitor network traffic, security alerts and access controls, ensuring safe remote access and protection against network threats.
- Operate and monitor backup systems, perform regular backup & restore testing and ensure data is protected as per defined policies.
- Maintain disaster recovery and business continuity plans, ensuring critical systems and data can be restored quickly during outages or cyber incidents

Communication and Soft Skill:

- Strong verbal and written communication skills with the ability to explain technical topics in a clear, user-friendly manner.
- Demonstrates active listening and maintains professionalism in emails and documentation.
- Collaborates effectively with HR, Admin, IT and cross-functional teams.
- Self-motivated team player with a proactive approach.
- Excellent time management and task prioritisation skills.

Education Background:

- Education: Diploma / B.E. / B.Tech / MCA / BCA / B.Sc. IT / Computer Science or any IT related field.
- Fluent in English and Hindi.

Attributes to be successful in this role at Educate Girls

- Self-driven and results-oriented professional with a strong focus on quality outcomes and continuous improvement.
- Demonstrates strategic and analytical thinking with a practical approach to problem-solving and sound decision-making.
- Highly organized, able to manage multiple priorities with attention to detail.
- An empathetic communicator and team player who builds strong relationships across diverse stakeholders.

Preferred Work Experience:

- Minimum 8-10 years of progressive IT experience managing applications, databases, on premise and cloud infrastructure, networks and end-user systems.
- Proven experience in application lifecycle management, CI/CD deployments, cloud platforms (AWS/Azure), backup, DR/BCP and cybersecurity operations.
- Strong exposure to vendor and SLA management, IT governance, audits, documentation and ITSM processes, with the ability to work closely with business stakeholders.
- Relevant industry certifications in Cloud, Applications, Infrastructure, ITIL or Cybersecurity are preferred.

Apply Link - https://forms.gle/W89dow8FJjirBR546

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