

MANAGER, INFORMATION TECHNOLOGY

Position: Manager

Team: Operations

Reporting: Director, Operations

Purpose: The Manager, Information Technology will be responsible for the smooth functioning the organisation's infrastructure and systems, and IT support to ICPF initiatives

Location: New Delhi, India

ABOUT US

The India Child Protection Fund (ICPF) is a new social impact fund registered under the Indian Trusts Act, 1882. The mission of ICPF is to serve the child protection ecosystem by supporting grassroots action and activists, identifying and scaling out sustainable solutions, investing in bold innovation, leveraging technology, and promoting strategic and coordinated efforts at all levels. It is headquartered in New Delhi, India and shall invest in child protection initiatives in India, Nepal and Bangladesh.

The exploitation of children, particularly child trafficking, is a highly organized and complex crime which operates across state and national borders. However, civil society's response is fragmented, disorganized and project-based, and often lacks the data and capacity to effectively combat the crime. ICPF is mobilizing regional philanthropies and international donors to funnel their resources into a strategic and holistic strategy aimed at solving the problem. Driven by activists and grassroots experience, ICPF shall fundamentally transform the donor-grantee ecosystem in the region. It shall create a level playing field for funding, define sector standards, build capacities, promote greater collaboration and enable bold, data-driven approaches and innovations.

PURPOSE

The Manager, Information Technology shall be responsible for managing all IT-related systems and processes and resolving IT issues for the organisation, as per the IT policy. She/he shall also ensure that ICPF's IT infrastructure is updated regularly to leverage new technologies for maximizing efficiencies.

KEY RESPONSIBILITIES:

- Monitor IT infrastructure of the organization, backup, maintenance and other regular support services, establish service level standards and operating procedures, periodically review technologies and recommend updates or modifications
- Manage the entire IT infrastructure including data center, physical and virtual servers, wireless, LAN and WAN connections, and all telecommunication equipment
- Support and monitor IT infrastructure, perform preventative maintenance work, backup and perform other regular support activities to ensure effectiveness and to provide cover on such tasks when required
- Liaise with external suppliers and support agencies for the ongoing support and maintenance of relevant hardware and software
- Establish level of service standards and operating policies and procedures for overall system availability and individual system components
- Design and document infrastructure processes, procedures and standards
- Periodically review technologies used for system components and recommend modifications and/or upgrades when necessary to keep systems operating according to defined service level agreements and operating level agreements
- Train staff on new technologies, trouble-shoot and respond to any queries
- Plan the implementation of new systems and provide guidance to IT professionals and other staff within the organization
- Support development of annual IT budget and keep record of IT-related expenditure
- Ensure proper network security applications are installed in all systems and updated
- Ensure securely-hosted website and renewals of the domain name and hosting space

REQUIREMENTS

- Full-time Master's Degree in Information Technology or Computer Science
- ITIL and PMP certificate preferred
- 5+ years of experience in handling an IT unit, specific to the roles and responsibility
- Excellent knowledge of cloud technologies like AWS and Microsoft Azure, CRM, quantitative data analysis software, and search engine optimization and techniques
- Experience with web frameworks and content management systems such as WordPress, Drupal etc. preferred
- Understanding of open data initiatives
- Awareness of latest industry trends and emerging technologies
- Professional proficiency in English and Hindi required
- Highly developed conceptual, analytical and innovative problem-solving ability
- Ability to establish priorities and to plan, coordinate and monitor tasks
- Ability to independently and proactively work as a team member
- Strong interpersonal skills, self-motivated and result-driven
- Values-alignment with ICPF and a passion to solve problems of child protection