

JOB DESCRIPTION

Position	Sr. Executive- IT
Work Location	Delhi
Employment	Payroll

About ARMMAN

Founded in 2008, ARMMAN is a non-profit leveraging mobile health (mHealth) technology to create scalable, cost-effective, equity-based and gender-transformative, non-linear, systemic solutions to reduce maternal and child mortality and morbidity in India. We work directly with pregnant women and mothers to improve their health seeking behaviour while building capacities of health workers at all levels to ensure efficient antenatal and childhood care, and timely diagnosis, management and referral of high-risk conditions during pregnancy and infancy.

We adopt a “tech plus touch” approach leveraging the deep mobile penetration in the country, along with existing health worker networks of the government and partner NGOs to improve health outcomes.

- Interventions implemented by ARMMAN have reached over 80+ million women and 540,000 health workers across 27 states to date.
- ARMMAN has received several awards and honours including the Skoll Award for Social Entrepreneurship 2020 and MIT Elevate Prize 2021, as well as grants from Co-Impact, Google.org, USAID, and others.

Role Overview

The IT Executive is responsible for managing and maintaining the organization’s IT infrastructure, including hardware, software, and networking systems. This role involves troubleshooting, system monitoring, maintenance, and providing technical support to ensure smooth and efficient operation of all IT resources.

Roles and Responsibilities

- Install, configure, and maintain desktops, laptops, printers, scanners, and other peripherals.
- Perform routine hardware inspections and diagnostics.
- Troubleshoot and resolve hardware-related issues promptly.
- Maintain an updated inventory of IT hardware; recommend replacements or upgrades as needed.
- Coordinate with vendors for hardware procurement and manage AMC (Annual Maintenance Contracts).
- Install, update, and maintain operating systems and software applications.
- Apply security patches and ensure compliance with organizational standards.
- Troubleshoot software-related issues and provide end-user support.
- Ensure software licenses are current and legally compliant.
- Enforce antivirus management and regular patch updates to maintain security hygiene.
- Set up and maintain network infrastructure including routers, switches, firewalls, and Wi-Fi access points.
- Monitor network performance and implement optimizations for efficiency.
- Resolve network connectivity issues and escalate major outages when required.
- Manage network security through firewall rules, antivirus systems, and access control policies.
- Provide Level-1 technical support for hardware, software, and network issues.

- Log, track, and resolve IT service requests efficiently.
- Train users on basic IT functions, tools, and security best practices.
- Support email configuration, peripheral setup, and user onboarding/offboarding processes.
- Monitor system health and performance using standard tools.
- Implement and manage data backup strategies and disaster recovery procedures.
- Conduct periodic IT security audits and apply necessary corrective measures.
- Ensure compliance with ISO 27001 and ISO 27701 standards during audits and assessments.
- Maintain detailed documentation of IT assets, configurations, and procedures.
- Prepare reports on IT operations, incidents, audit findings, and resolutions.
- Document incident handling processes and maintain logs for compliance and review.
- Administer user accounts and permissions using Active Directory.
- Manage access control and email accounts, including Office 365 configurations.
- Maintain user activity logs and access audits as per compliance norms.

Qualification & Skills

- Thoroughness and accuracy in performing tasks, including IT Skills, record-keeping, and document preparation.
- Ability to prioritize tasks, manage time effectively, and maintain an organized workspace.
- Good communication skills and the ability to work in a team. Spoken English is not mandatory.
- Capability to handle multiple tasks and projects simultaneously without compromising quality.
- Windows OS, Linux, VPN, Putty, ITIL Certification.
- Bachelor's degree in Computer Science, Information Technology, or a related field. 3+ years of experience in IT support, system administration, or a similar role. Proficiency in managing Windows, Linux OS environment.
- Hands-on experience with networking protocols, firewalls, and security solutions.
- He/She must be ITIL Certified Professional.

How To Apply

- Interested candidates please send the application with your updated resume to careers@armman.org
- Please use "Sr. Executive IT - Delhi" the subject line for the application mail.