



JOB DESCRIPTION: (INFORMATION MANAGEMENT - INFORMATION MANAGEMENT OFFICER)

ABOUT SNEHA

A secular, Mumbai-based non-profit organisation, SNEHA believes that investing in women's health is essential to building viable urban communities. SNEHA targets four large public health areas: Maternal and Newborn Health, Child Health and Nutrition, Sexual and Reproductive Health and Prevention of Violence against Women and Children.

Our approach is two-pronged: it recognises that in order to improve urban health standards, our initiatives must target both care seekers and care providers. We work at the community level to empower women and slum communities to be catalysts of change in their own right and collaborate with existing public health systems and health care providers to create sustainable improvements in urban health.

ABOUT THE PROGRAM

The Information Management (IM) team works closely with the program teams as a support function providing assistance for any of their technological needs. The IM team caters to IT requirement of all SNEHA offices which include hardware, networking, IT asset management, troubleshooting and usability support. The IM team is also responsible for any technology initiatives at SNEHA.

THE ROLE

The role will involve troubleshooting and maintenance of IT equipment and IT assets.

The role requires travelling to different SNEHA offices and sites for the same.

RESPONSIBILITIES

- Server and network maintenance
- Maintenance of IT asset (Mobiles, Tablets, Desktop and Laptops)
- Quarterly data backup of office and field staff
- Resolving technical issues of staff's handheld devices
- Coordination with AMC vendors and program staff
- Weekly visits to designated office sites for regular monitoring
- Maintenance of internet and related equipment like routers, LAN devices and firewalls
- Attending monthly meetings of program teams to address technical issues

MANAGEMENT & REPORTING

Report weekly to the senior team

PERSON SPECIFICATION REQUIREMENTS

Essential

- Education qualifications: Graduation (any discipline) preferably IT
- At least 2-3 years professional experience in IT hardware and networking
- Good understanding of Servers and networking
- Highly motivated and adaptable to varied work environments

Desirable

- Experience in handling network security devices
- Experience in working in the development space

APPLICATIONS

Interested candidates can send their CVs via email to recruitment@snehamumbai.org with Subject line: **SNEHA_Information Management Officer**