

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 is 450+ person strong, innovative and progressive organization that works on health and nutrition in urban slum pockets with women and their families. SNEHA follows the life- cycle approach to health and nutrition, by intervening at critical junctures (adolescence, preconception, conception, pregnancy, postnatal, infancy and toddlerhood, family planning) to ensure improved health and nutritional outcomes for women and children living in some of Mumbai's most vulnerable and deprived slums and in the Mumbai Metropolitan Region (MMR) as well.

SNEHA recognises that, in order to improve urban health standards, our initiatives must target both care seekers and care providers. We work with communities residing in informal settlements to empower women and 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. We have currently 11 programs running across SNEHA which are Maternal and Newborn Health (MNH), Child Health and Nutrition (CHN) – Aahar, Empowerment, Health and Sexuality of Adolescents (EHSAS), Prevention of Violence against Women and Children (PVWC) (e) SNEHA Centre, SNEHA Shakti, Healthy Cities Project (HCP), Samagra, Palliative Care, Livelihood Generation, Central Operations, Research and IM.

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, and IT asset management, troubleshooting and usability support. The IM team is also responsible for any technology initiatives at SNEHA.

THE PROFILE

The role is to establish IT infrastructure within SNEHA. This will involve troubleshooting and maintenance of IT equipment and IT assets. The role requires travelling to different SNEHA offices and sites for the same.

JOB LOCATION

Santacruz

DUTIES & 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
- Coordination with site engineers if needed

MANAGEMENT & REPORTING

Report weekly to IM coordinator

QUALIFICATIONS & EXPERIENCE

Essential

- Education qualifications: Graduation (any discipline) preferably IT
- At least 4-5 years professional experience in IT hardware and networking
- Good understanding of servers and networking

Desirable

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

SKILLS & COMPETENCIES

- Highly motivated and adaptable to varied work environments

Applications to be sent via email to damini.pandey@snehamumbai.org with Subject line: "IM – Officer, Santacruz"
