

Job Title: Program Manager			
Business Unit:	Piramal Swasthya	Domain:	Social Sector
Location:	PSMRI office, Hyderabad	Big Bet: Shared Services	Department: IT
Purpose of Job	Manage a team of IT Support executives and Karuna Fellows providing IT Support, resolve technical issues, provide remote support to all the Big Bet users and manage SLAs.		
Key stakeholders	External		Internal
	Vendors/partners		Big bet employees, Associates and Fellows
Reporting structure	Role directly reports to		Positions that report into this role
	Sr. Manager IT		Karuna Fellows, IT executives
Essential Qualifications	<ul style="list-style-type: none"> Any Graduate, preferably bachelor's degree in Computer Science or information technology. Working Experience of 6-8 Years Proven work experience as IT Support Manager/Engineer 		
Preferred Key Skill /Qualifications	<ul style="list-style-type: none"> Troubleshooting of IT equipment, Operating Systems, Network issues etc. Microsoft 365 & Office 365 administration Analytical skills to measure SLAs Good documentation and presentation skill Team management Knowledge of ITSM processes 		
Essential Experience	<ul style="list-style-type: none"> Work Experience as IT support Manager/Engineer, Troubleshooting of Windows OS, Network Management, Mobile Device Management and O365 administration, Advanced knowledge of computer hardware systems, chipsets, memory modules, and peripherals Knowledge of popular software applications and remote connection systems Troubleshoot and solve complex hardware and software issues Implementing, Configuring and Testing enterprise applications Excellent interpersonal skills Mentoring an IT support team Good written and verbal communication skills Good Analytical skills, monitor and manage SLAs Good documentation skills – Excel, Word, Power Point Providing User Training and Support Ability to travel and work after hours when necessary Good Email communication and Vendor communication Hindi & English Language: R/W/S must 		
Competencies	<ul style="list-style-type: none"> Fluent in communication, articulating requirements and Troubleshooting of IT related issues 		
Decision Making Control	<ul style="list-style-type: none"> Decide appropriate vendor that can deliver the required solution within budget, time and in prescribed quality 		

Values	
Knowledge	<ul style="list-style-type: none"> • Expertise – we strive for a deeper understanding of CSR domain • Innovation – we aspire to do things creatively
Action	<ul style="list-style-type: none"> • Entrepreneurship – we are empowered to act decisively and create value • Integrity – we are consistent in our thoughts, speech and action
Care	<ul style="list-style-type: none"> • Trusteeship – we protect the interests of our customers, community, employees, partners and shareholders • Humility – we aspire to be the best, yet strive to be humble
Impact	<ul style="list-style-type: none"> • Performance - We strive to achieve market leadership in scale and profitability, wherever we compete. • Resilience - We aspire to build businesses that anticipate, adapt and endure for generations.

Key Roles/Responsibilities:

- Manage a team of IT Support executives and Karuna Fellows
- Providing a high level of service to stakeholders and adhere to our strict SLAs for response and restoration times, Understanding of change and release management
- Microsoft 365, Office 365 administration
- Contacting end users and asking appropriate questions to know the nature of the problem
- Troubleshooting hardware and software issues with remote session
- Installing and maintaining hardware and computer peripherals
- Installing and upgrading operating systems and computer software
- Excellent analytical and problem-solving skills, troubleshooting of networking and connection issues.
- Advising on software or hardware upgrades.
- Providing training on computer operation and management.
- Planning of knowledge sharing sessions with the team
- Coordinating with System vendors for resolving any hardware issues
- Managing Enterprise applications for the users
- Day-to-Day coordination with Software vendor/partners for application issues and application requirements
- Network device Firmware upgrades
- Responsible to drive all technical and functional issues towards closure
- Diagnosis, investigation, resolution, coordination with business, application owners, infrastructure support
- To assist with the support of internal applications and infrastructure
- Package install, upgrades in different environments. Deployment of patches in multiple environments and tracking the same.
- Ensuring that client systems are fully operational, and any loss of service is restored in a timely and efficient manner
- Problem determination, workaround resolution, root cause analysis, major incident management
- Deployment of service releases, patches, requests and customizations
- Ensure that solution and application support documentation is maintained to the highest quality and accuracy
- Ability to work both independently and as part of a team
- Flexibility - responsibilities may require occasional evening and weekend work