Job Title: I T H e l p d e s k M a n a g e r			
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 users and manage SLAs. Preparing management reports and dashboards, Managing IT training to Karuna fellows		
Key stakeholders	**External**		**Internal**
	Vendors/partners, clients		Big bet employees, Associates and Fellows
Reporting structure	**Role directly reports to**		**Positions that report into this role**
	Sr. Manager IT		IT Karuna Fellows, IT executives
Essential Qualifications	- 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	- Troubleshooting of IT equipment, Operating Systems, Network issues etc. - Microsoft 365 & Office 365 administration - Power BI or other dashboarding tool experience. - Jira, ServiceNow etc ITSM tools experience - Familiarity with CRM and marketing automation platforms, Analytical skills to measure SLAs - Strong communication skills for external client interactions and stakeholder engagement. - Cold calling and lead nurturing experience (preferred for partner/vendor outreach). - Good documentation and presentation skill - Team management - Knowledge of ITSM processes		

Essential Experience	• 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 • Experience in using ITSM tools like Jira, ServiceNOW • 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 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	• Fluent in communication, articulating requirements and Troubleshooting of IT related issues
Decision Making Control	• Decide appropriate vendor that can deliver the required solution within budget, time and in prescribed quality
Values	
Knowledge	• Technical Expertise – Demonstrates strong hands-on experience with IT infrastructure, Microsoft 365, and Power BI dashboards. • Domain Awareness – Applies IT solutions in social sector operations with a practical understanding of marketing automation and CRM platforms. • Learning Mindset – Continuously learns and adapts to emerging tools in data visualization, remote support, and digital engagement.
Action	• Proactive Engagement – Actively initiates communication with internal teams and external vendors/clients through structured cold calls and follow-ups. • Solution-Oriented – Takes ownership of issues across IT support, analytics, and stakeholder coordination, and drives them to closure. • Marketing Integration – Aligns IT support efforts with marketing objectives by enabling CRM usage, campaign support, and tracking KPIs.
Care	• Stakeholder Centricity – Provides consistent and empathetic service to employees, fellows, and partners by resolving issues efficiently. • Inclusive Communication – Builds trust through clear, multilingual (Hindi & English) interactions across diverse teams and geographies. • Supportive Leadership – Mentors IT support teams and promotes knowledge sharing sessions to build internal capability.
Impact	• Data-Driven Decision Making – Leverages Analytic tools and performance metrics to improve IT service delivery and transparency. • Operational Efficiency – Contributes to business continuity and system resilience through timely patching, upgrades, and vendor coordination. • Visibility & Reporting – Improves the visibility of IT performance across the organization with dynamic dashboard reporting and client communication.

Key Roles/Responsibilities:

- Manage a team of IT Support executives and Karuna Fellows
- Overall responsible for the IT Curriculum planning and its execution and Learning & Development of Karuna Fellows
- Conduct necessary capacity building sessions for the 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. Support marketing-related IT initiatives, including email campaigns, CRM systems, and website content coordination
- Engage in cold calling and follow-ups with vendors or potential service partners to gather requirements, explore new tools or solutions
- Client interactions and stakeholder management for requirement gathering, issue resolution, and timely service delivery
- Prepare and present dashboards using Power BI to track IT performance, service metrics, and support KPIs
- Providing training on computer operations and management and relevant programs
- 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