1. JOB OVERVIEW

1.1.	Designation	:	Sr. Program Manager (SPM)
1.2.	Business line	:	Shared Services
1.3.	Function	:	IT
1.4.	Duty post	:	Hyderabad
1.5.	Legal Entity	:	Piramal Foundation
1.6.	Band/ Grade	:	2B/3A
1.7.	Manager's name and title	:	Sunilkumar Panchal, Head of IT Shared Services
1.8.	CTM	:	Rajasekhar Kaliki

2. JOB BACKGROUND AND PURPOSE

Piramal Foundation is looking for an experienced Senior Program Manager to lead our internal IT services function. This role will be responsible for smooth operation of various IT systems, IT security policies, strategy, implementation, and to support our employees spread across India.

To achieve this, the IT SPM builds and leads a diverse team of IT managers and IT engineers and collaborates extensively with other support teams like Human Resources, Admin, Finance, Travel, and Partnerships and with other business functions. The IT SPM works extensively on developing in-house skillsets, building organizational digital capabilities, and managing key technology partner relationships and vendors.

3	KEY RESPONSIBILITIES		PERCENTAGE (%)
3.1	**IT Functions & Support**		
a	Analyze the hardware & off-the-shelf software requirements of all departments to determine their needs and implement industry standard IT asset management practices		30%
b	Identify hardware & software support outsourcing partners, evaluate proposals, finalize contract, and implement remote IT support services for the entire organization. The support services should be able to respond to the needs of a geographically dispersed team working in cities as well as rural aspirational districts across the country.		
c	Monitor Server administration, Email administration, Cybersecurity controls, asset management, Antivirus and DLP management and Vendor management		
d	Develop security measures to protect computer networks from unauthorized access, including Firewalls, intrusion detection systems (IDS), DOS (Denial of Service) attack and Antivirus software		
e	Monitor and analyze ticket data to identify trends, areas of improvement, and compliance with SLAs ensuring timely ticket resolution to ensure internal client satisfaction & delight,		
f	Define the enterprise architecture in conjunction with current and future requirements		
g	Manage IT budgets and expenditures to ensure that projects are completed within time and budget constraints		
h	Build good relationships with vendors and partners and create cost-efficient contracts		
3.2	**Information Security**		
a	Manage Information Security policies, processes and procedures for the organization in accordance with ISO/IEC 27001 standard requirements and industry leading practices		25%
b	Monitor changes to the privacy landscape and ensure compliance to privacy obligations. Plan and conduct internal audits and manage external audits		
c	Act as a SPOC for data subjects and the supervisory/ regulatory authorities. Work with business functions on implementation of data privacy controls.		
d	Implement information security practices, incident & breach management process, and set up process for notification of relevant authorities and stakeholders.		
3.3	**Develop People & Team**		
a	Hire, develop, motivate, and retain the talent for IT team		25%

b	Develop scalable processes for team development	
c	Lead in creating and sustaining a culture of collaboration, ownership, continuous-learning, and excellence.	
d	Develop partnerships and network to nurture technical talent in social sector.	
3.4	**TechFirst! Capacity Building**	
a	Take the lead in building a digitally empowered organization by ensuring optimum usage of available enterprise software, advocating safe online practices, and creating a TechFirst capacity building program for all staff	20%
b	Lead in enabling a culture of ease and experimentation with technology within the organization by generating awareness around open-source, freeware, or other solutions offered by ecosystem organizations like NASSCOM Foundation and Tech4Good community. Stay updated on emerging trends in IT industry to bring best practices to the organization.	
c	Build capacity of leaders within the organization to understand and leverage technology for scaling operations, and guide them in making Build, Buy, or Partner decisions.	
d	Communicate Tech updates, Best practices, Success stories, and other information through monthly internal TechFirst newsletter	

4. KEY PERFORMANCE INDICATORS

4.1 On-time and high-quality delivery of the new IT solutions implementation

4.2 Manage Turn Around Time (TAT) on technical support requests from across the organization

4.3 Successful partnerships and relationship with key IT partners and support vendors

4.4 Experience for the IT team employees, with respect to their learning, growth, meaning, joy, and pride at work

4.5 Organization's overall success in adoption and use of technology across all day-to-day work

5. KEY COLLABORATORS

5.1. INTERNAL
Collaborate with different departments like HR, Finance, Accounts and Admin and Leaders of Big Bets. Support employees across the business lines all over India.

5.2. EXTERNAL
Collaborate with IT Partners, Vendors, other NGOs, and ecosystem technology organizations.

6.   ESSENTIAL EXPERIENCES, SKILLS & MINDSETS

6.1. EXPERIENCE
a. BE (Computer Science, Information Technology, or Others) or MCA with 12 Years+ of IT work experience, including 4-5 years of management experience.
b. Proficient and hands-on in operating systems, network administration, web systems, and communication and collaboration tools, e.g., Windows, Microsoft 365, VMWare, AWS, Jira, and Zoom.
c. Experience building and maintaining relations with technology partners.
d. Experience in analysis, implementation and evaluation of IT systems and their specifications
e. Experience in implementing new programs and managing large-scale technology transformation initiatives
f. Relevant certifications like PMP, ITIL, CISSP and SCRUM are desirable, but not mandatory.
g. Experience in developing, coaching, and leading teams
h. Experience with NGO's and working with external stakeholders is a plus

6.2. SKILLS
a. Operating systems: Linux: RedHat, CentOS, Ubuntu, Windows server data centre editions, VMware etc.
b. Strong knowledge of Microsoft technologies including Active Directory, DNS, DHCP
c. IT infrastructure administration and management
d. Enterprise applications like JIRA, SAP S4/HANA, ERP
e. Experience of AWS, Azure and other cloud platforms, Relational Database like MySQL, PostgreSQL, SQL server, Cloud storage like S3 etc.

6.3. MINDSETS
a. Passion for service and social impact
b. Readiness to learn, un-learn, and re-learn while adapting a dynamic work environment and needs
c. Comfort with taking up new and complex problems, applying everyday learning and insights, and solving through collaboration.
d. Commitment to continuous improvement and seeing through all critical projects to completion
e. Navigate through ambiguity and accomplish the assigned work

7. APPROVAL	Date	Printed Name and Signature
Concerned CTM:		
HR CTM:		
Requestor:		