



IT Coordinator

★ **Location:** New Delhi

Working Hours: 40 Hours per week (Full-Time)

Duration: 1 Year – Renewable depending upon requirement, funding situation and performance.

Expected Start Date: Immediate

About Crea

Crea is a charitable organization implementing its programs and projects with the objective of enhancing leadership capacities, strengthening movements and organizations, influencing policy and public attitudes, building knowledge and disseminating resources, collaborating with and contributing to other organizations and building leadership within the organization.

Life at Crea

- ✓ We like to think of ourselves as a fearless, interrogative, colourful, edgy, sexy flock of birds flying freely to explore, to imagine and to build freedoms together.
- ✓ If you are one who is ready to challenge the system when it is needed, you could be one of us.
- ✓ If you believe you wish to build a world where an individual must have the agency and right to make choices about sexuality, reproduction and human rights, then you will find the room to explore here.
- ✓ Constant learning and sharing of knowledge is an expectation that team members have from CREA, and CREA from team members.

Purpose of the Role

IT Coordinator, will work closely with Manager Admin & IT and will manage the operations and technical support of organization's IT Services and will lead the IT systems development, bringing improvements in existing IT systems and to effectively support organization's need for automation of processes and program delivery by engagement of external agencies, software development firms, Service providers and/ or internal/external individuals under different areas of Information Technology services and software development.

Responsibilities:

The main responsibilities of the IT Coordinator will include the following tasks:

1. Deployment of IT-Enabled Business Solutions

- Manage and deploy IT-enabled business solutions for CREA, ensuring alignment with organizational goals and efficiency in operations.

2. Installation and Maintenance of IT Infrastructure

- Plan, oversee, and manage the installation and maintenance of computer systems, hardware, networks, and all communication tools within CREA.
- Ensure proficiency in operating systems, including both Windows and Macintosh environments.

3. Email System Administration

- Manage Google Mail Administration system.
- Maintain the emailing system by timely addition and deletion of users in coordination with the PC Unit.
- Provide related support to users, ensuring smooth email operations.

4. Security and Maintenance of Backend Systems

- Provide administrative support for the security and maintenance of all backend servers, databases, and digital information.
- Ensure deployment of hardware and software for data security, privacy, and compliance with legal and CREA IT policy requirements.

5. Keeping Abreast of IT Trends

- Stay updated with emerging trends in IT and identify cost-effective solutions for CREA.

6. Technical Support

- Guide and support CREA staff to provide quick and efficient technical support.
- Respond to support requests and ensure their timely resolution.

7. IT Asset Management

- Maintain details of the organization's IT assets.
- Keep the asset list updated continuously.
- Propose obsolete or unusable assets for disposal annually.
- Work with the Finance department to ensure IT assets are covered by insurance.

8. Communication Network Management

- Manage and maintain CREA's communication network (both wired and wireless) within the office premises to ensure maximum uptime.
- Troubleshoot network-related issues.

9. Network and Data Security Evaluations

- Conduct routine evaluations of network and data security.
- Perform regular system audits to ensure compliance and security.

10. System Updates and Upgrades

- Organize and implement system updates, migrations, and upgrades for all software and hardware as per CREA's requirements.

11. Hardware Resource Inventory and Asset Management

- Maintain an inventory of hardware resources.
- Manage asset issuance and return processes for staff.

12. Management of Third-Party Software

- Manage and update third-party software solutions in a timely manner.
- Oversee anti-virus solutions and data loss prevention and recovery systems.

13. IT Support for Events

- Provide IT support during workshops, conferences, and other events.
- Set up IT equipment for online Zoom meetings and webinars.
- Have a working knowledge of various communication tools such as G Suite, Proton Mail, Zoom, Nextcloud, Dropbox, Signal, Wire, WeTransfer, Vimeo, etc.

14. Online Meeting Solutions and AI Tools

- Provide cost-effective and user-friendly online meeting solutions and AI tools.

15. System and Data Backup Checks

- Perform monthly check-ups of all systems and data backups to ensure integrity and availability.

16. Additional Duties

- Perform any additional duties assigned by the supervisor as needed

Qualifications and Skills:

- Bachelor's / Masters in IT, Computer Science or a related field
- Five or more years of experience in IT management
- Strong troubleshooting and problem solving skills
- Knowledge of industry standards computer hardware and software systems
- Experience with Network administration (CISCO certification a plus)
- Proficiency in network administration, including firewall management and VPN configurations
- Experience managing on-premises servers, storage area networks (SAN), and network-attached storage (NAS) devices
- Familiarity with other software platforms including Microsoft 365 (e.g., Power BI), Salesforce, and Azure Cloud

Note: This job description is a general outline of the key responsibilities and qualifications required for the role of IT Coordinator. It may be subject to modifications and additional responsibilities based on the specific needs of the organization.


Guiding principles for this work:

Diversity: Being inclusive in work and approaches to ensure that the communities CREA works with are engaged, and that conversations, dialogues and priority setting is led by

activists and movements.


Accessibility: Ensuring that information, communication, spaces, and language are accessible to all without creating barriers.

Inclusion: Practising feminist politics of deep inclusion.


 **Remuneration:** We are committed to providing a working environment with constant learning and equal opportunity for all. We co-create an inclusive environment where diversity is valued. The salary range for this position is: INR 40,000 - 90,000 per month depending on candidate's qualification and experience and the organization's internal pay parity.

 **Leaves/Holidays:**

- ❖ 20 days' annual leave
- ❖ 12 holidays as per the CREA list of holidays
- ❖ 12 days of sick/casual leave
- ❖ One week of winter break at the end of the year

 **Eligibility:** Persons with disabilities who identify as women, gender non-conforming, non-binary and/or trans are strongly encouraged to apply. CREA promotes pluralism and equal opportunity and is committed to diversity in its staff and to the maintenance of an environment free of discriminatory employment practices. CREA's policy is to provide equal employment opportunities to all individuals. No individual shall be discriminated against because of actual or perceived age, caste, class, disability, marital status, religion, or sexual orientation.

CREA is committed to providing access, equal opportunity and reasonable accommodations for individuals with disabilities in employment, within its programmes, communication and activities. We are committed to being flexible, supportive and accommodating in the way we work. If reasonable accommodations are needed to participate in the application or interview process, please contact: reasonable.accommodation@creaworld.org.

 **Deadline to Apply:** Interested candidates who meet the required educational and experience requirements should send their CV along with a cover letter, current and expected salary to jobs@creaworld.org by **07th July 2024, Sunday**. No application will be considered beyond the deadline. **Please include in the subject line the name of the position you are applying for.** Only shortlisted candidates will be contacted for an interview.

Thank you for your interest in CREA!