International Initiative for Impact Evaluation

IT Assistant
3ie, New Delhi

1. Background

The International Initiative for Impact Evaluation (3ie) promotes evidence-informed equitable, inclusive and sustainable development. We support the generation and effective use of high-quality evidence to inform decision-making and improve the lives of people living in poverty in low- and middle-income countries. We provide guidance and support to produce, synthesise and quality assure evidence of what works, for whom, how, why and at what cost. 3ie is registered as a non-governmental organisation in the United States. It has offices in New Delhi, London and Washington, DC.

3ie is recruiting an information and technology (IT) assistant who will report to the IT manager and provide support for all IT infrastructure and shared services across its offices.

2. Summary

The successful candidate will be responsible for all information technology infrastructure and shared services, including virtual servers, storage and backup infrastructure, hardware and desktop operating systems, wireless, local area and wide area networks (LAN and WAN), all telecommunications equipment and the IT helpdesk. The incumbent will work in close collaboration with staff across all 3ie offices to successfully deliver IT support and will need to work flexible hours to accommodate multiple time zones.

3. Key responsibilities

- Manage the entire IT infrastructure including data centre, physical and virtual servers, wireless and LAN and WAN connections and all telecommunication equipment;
- Installation of Windows 10, maintenance, upgrade and update, MS outlook configuration, Outlook restore, antivirus update and virus protection, wireless networking setup, networking in a domain environment, user profiles backup, restore and map drives;
- Support and monitor IT infrastructure, perform preventative maintenance work, backup and perform other regular support activities to ensure effectiveness and to provide cover on such tasks when required;
- Support the IT manager on various projects such as the Grants Management System, the TRS and so on;
- To liaise with external suppliers and support agencies for the ongoing support and maintenance of relevant hardware and software;
- Establish a level of service standards and operating policies and procedures for overall system availability and individual system components;

- Periodically review technologies used for system components and recommend modifications and/or upgrades when necessary to keep systems operating according to defined service level agreements and operating level agreements;
- Train staff on new technologies, troubleshoot and respond to any queries;
- Ensure proper network security applications are installed in all systems and updated on regular basis;
- Plan the implementation of new systems and guide other staff within the organization;
- Implementation of Office 365 and other related Microsoft products;
- Procurement, allocating, tracking, and maintenance of IT assets, and managing the IT asset database;
- Maintenance of printer, router, switches, firewall, and other IT software and hardware; and
- Undertake other duties and responsibilities as assigned by the IT manager and Director - Finance and Administration.

4. Qualifications and skills

4.1 Education and work experience

- Bachelor's degree in Information Technology, Computer Science or equivalent;
- At least two to three years of experience in handling IT unit, specific to the roles and responsibilities as stated above;
- Proven knowledge and experience working with cloud technologies like AWS, Microsoft Azure, etc.
- Awareness of the latest industry trends and emerging technologies; and
- Professional proficiency in English is required.

4.2 Essential skills

- Ability to establish priorities and to plan, coordinate and monitor tasks;
- Strong interpersonal skills, self-motivated and result-driven, with the ability to effectively build and manage networks and relationships for program promotion and issue-resolution;
- Experience of working in large multi-cultural teams; and
- Flexibility to work beyond regular work timings.

5. Eligibility

Applicants must already have the right to work in India. Foreigners in India on a business visa do not qualify for this position. 3ie is an equal-opportunity employer. We do not discriminate on the basis of sex, age, ethnicity, disability, caste, religion or sexual orientation. We particularly encourage women, ethnic minorities and differently abled persons to apply.

6. Terms of employment

Candidates should be available to start work at the earliest. The salary range for this position is competitive and commensurate, based on qualifications and experience. Our policies and procedures reflect our commitment to safeguarding children and vulnerable adults from abuse. We follow a zero-tolerance policy for any form of bullying or harassment in the workplace.

7. How to apply

Please apply by e-mail to jobs@3ieimpact.org and include 'IT Assistant' in the subject line. The applicant must provide the following information:

- A one-page cover letter highlighting experience most relevant to job description
- Curriculum vitae (not to exceed two pages); and
- Contact information for three professional references

The **deadline for submitting applications is 9 October 2020.** Incomplete applications will not be considered and only the short-listed candidates will be contacted.