

Job Description

Function: Information Technology & Digital Operations

Designation: IT Support Executive

Job Title	IT Support Executive
Location	New Delhi (with occasional travel to project sites)
Reports To	Director
Employment Type	Full Time
Grade / Level	Executive
Expected CTC	₹2.5 – 2.88 Lakhs per annum

1. Role Purpose

The IT Support Executive is responsible for ensuring the seamless, secure, and reliable functioning of the organisation’s IT infrastructure across the head office and all program locations. The role enables every team to deliver mission-critical services efficiently by maintaining hardware and software systems, resolving technical issues promptly, and safeguarding organisational data.

The position combines day-to-day technical support with proactive systems management, data security, and digital-tool enablement — ensuring high system uptime, strong user satisfaction, and full compliance with the Foundation’s IT policy and applicable data-protection law.

Performance in this role is managed through a structured, metrics-driven framework spanning five delivery pillars — Infrastructure & Uptime, User Support, Data Security & Compliance, Software & Digital Enablement, and Asset Management & Reporting.

2. Key Result Areas (KRAs) and KPIs

KRA 1: IT Infrastructure & Network Management

Objective: Ensure high availability and reliable performance of all IT infrastructure and network systems across the organisation.

Key Responsibilities	KPI / Target	Measurement
Maintain and update hardware and software systems	100% of systems patched and updated per cycle	Asset & update logs
Monitor network performance and connectivity	≥99% network uptime; issues flagged proactively	Network monitoring reports
Troubleshoot infrastructure issues	Critical outages resolved within 4 working hours	Ticketing system
Coordinate preventive maintenance	Quarterly preventive maintenance completed	Maintenance schedule

Key Responsibilities	KPI / Target	Measurement
Manage servers, storage and backups infrastructure	Zero unplanned data-loss incidents	Backup verification logs

KRA 2: User Support & Service Desk

Objective: Provide responsive, first-line technical support so that staff across all locations can work without disruption.

Key Responsibilities	KPI / Target	Measurement
Provide first-line support (in-person & remote)	≥90% tickets acknowledged within 2 hours	Ticketing system
Resolve hardware, software & connectivity issues	≥85% first-contact resolution rate	Resolution reports
Manage user accounts, email & installations	Onboarding/offboarding setup within 1 working day	Access request logs
Maintain service quality & user satisfaction	≥90% user satisfaction (support survey)	Feedback survey
Escalate and track unresolved issues	100% escalations logged and followed up	Escalation tracker

KRA 3: Data Security, Backup & Compliance

Objective: Protect organisational data and ensure compliance with the Foundation's IT policy and applicable data-protection law.

Key Responsibilities	KPI / Target	Measurement
Ensure regular backups & system updates	100% scheduled backups completed & verified	Backup logs
Maintain antivirus & endpoint protection	100% devices with active protection	Endpoint dashboard
Support compliance with IT Policy & DPDP Act 2023	Full compliance; zero audit non-conformities	Compliance checklist
Monitor threats & support incident response	Incidents contained within defined SLA	Incident register
Manage access controls & password policy	Quarterly access review completed	Access audit report

KRA 4: Software, Application & Digital Enablement

Objective: Administer core digital platforms and enable staff to adopt tools that improve productivity.

Key Responsibilities	KPI / Target	Measurement
Administer Microsoft 365, Google Workspace, Zoom, etc.	100% core platforms operational	Admin console
Manage licenses, subscriptions & renewals	Zero lapsed licenses; optimised utilisation	License register

Key Responsibilities	KPI / Target	Measurement
Support rollout of new digital tools	Implementation per agreed project timelines	Project plan
Train staff on digital tools & platforms	≥4 enablement/training sessions annually	Training records
Maintain CRM & cloud-service configurations	Configurations current & documented	System documentation

KRA 5: IT Asset Management, Documentation & Reporting

Objective: Maintain accurate IT records and provide management with timely, data-backed reporting.

Key Responsibilities	KPI / Target	Measurement
Maintain IT asset inventory & user logs	100% assets tagged & recorded	Asset register
Operate and maintain the ticketing system	100% issues logged in ticketing system	Ticketing system
Prepare monthly IT performance reports	Monthly report submitted by 5th of each month	IT MIS report
Track resolution metrics & trends	Quarterly trend analysis completed	Analytics dashboard
Document IT procedures & knowledge base	Knowledge base updated quarterly	IT documentation

3. Performance Evaluation Scorecard

Overall performance is assessed against the weighted contribution of each KRA, totalling 100%.

KPI Area	Weightage
Infrastructure & Network Uptime	25%
User Support & Service Quality	25%
Data Security & Compliance	20%
Software & Digital Enablement	15%
Asset Management & Reporting	10%
Documentation & Process Discipline	5%
Total	100%

4. Key Skills & Competencies

Technical Skills	Functional Skills	Behavioural Skills
- Windows / Mac OS administration - Networking & connectivity	Service-desk / ticketing systems	Clear communication to non-technical users

Technical Skills	Functional Skills	Behavioural Skills
• Microsoft 365 & Google Workspace • Cybersecurity best practices • Backup & endpoint management	• IT asset & license management • IT policy & DPDP compliance • Vendor coordination • Reporting & MIS	• Problem-solving & multitasking • Service orientation & patience • Ownership & reliability • Team collaboration

5. Essential Qualifications & Experience

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- Minimum 2–3 years of experience in an IT support or helpdesk role.
- Proficiency in Windows/Mac OS, Office 365, networking, and common IT tools.
- Good working knowledge of cybersecurity best practices.
- Ability to translate technical issues for non-technical users.
- Strong problem-solving, prioritisation, and multitasking abilities.

Desirable Attributes

- Experience working with non-profits or mission-driven organisations.
- Familiarity with cloud-based services and CRM tools.
- Exposure to IT policy compliance and audit requirements.

6. IT Leadership Dashboard Metrics

The IT Support Executive will maintain and report the following headline metrics to leadership:

- % network and systems uptime
- % tickets resolved within SLA
- First-contact resolution rate
- % devices compliant with security & backup policy
- % software licenses active and optimised
- User satisfaction score

7. Work Environment

- Based in New Delhi, with occasional travel to project sites.
- Expected CTC: ₹2.5 – 2.88 Lakhs per annum.

Please share your resume at: contact@pmspl.net.in