

Designation: Associate Director - Information Management.

Role: We are looking for a professional with experience in the Information Technology industry who can support the implementation of Organization's technology roadmap, aligning with the organization's mission and programmatic goals.

The candidate will be responsible for managing technology solutions and data systems that enable efficient service delivery and impact measurement. With a strong grounding in data management and systems integration, the ideal candidate will be adept at translating organizational needs into effective technology solutions. Familiarity with development sector operations will be valuable in understanding the specific context and needs of end users and stakeholders.

Educational Requirement: B.Tech/MSc; M.Tech desirable

Experience: 8-10 yrs years in the IT/Data industry

Location: Santacruz, Mumbai

Reports to: Chief Executive Officer with a dotted line reporting to Fractional Chief Technology Officer (FCTO)

ABOUT THE ORGANIZATION:

This is a Mumbai-based non-profit organization dedicated to improving the health, nutrition, and safety of women and children living in vulnerable urban informal settlements. Our mission is to empower urban women and children through integrated health and nutrition programs, education, and advocacy.

We work through a dual approach—engaging both care seekers and care providers. At the community level, we empower women and families to become agents of change, while simultaneously collaborating with public health and safety systems to drive sustainable improvements in urban health outcomes.

Organization's key programs include:

2. DATA & MONITORING ENABLEMENT

- Work closely with the Monitoring and Evaluation (M&E) team to support the effective use of data for program insights and decision-making.
- Assist in the implementation and maintenance of information systems that enhance data collection, visualization, and reporting across projects.

3. IT INFRASTRUCTURE & TECHNOLOGY DEPLOYMENT

- Support the maintenance and improvement of existing IT infrastructure across Organization's locations.
- Assist in evaluating hardware, software, and network requirements to ensure smooth deployment and functioning of applications.
- Monitor availability of devices, connectivity, and system access for staff, and escalate requirements to senior leadership for planning and budgeting.
- Maintain documentation related to IT assets, licenses, and support contracts

4. TECHNOLOGY PARTNER MANAGEMENT

- Support identification and coordination with vendors and partners for technology development and implementation.
- Support the evaluation and coordination of technology partners, and assist in managing contracts and deliverables within defined cost, time, and quality parameters.

5. CHANGE MANAGEMENT & CAPACITY BUILDING

- Facilitate and communicate the need, progress, and benefits of automation to build user ownership and inspire engagement in implementation.
- Build internal team capacity on technological tools and processes.
- Assist in monitoring IT operations and suggest improvements to enhance usability and efficiency.

□□ ARTIFICIAL INTELLIGENCE

- Automated workflows with AI and predictive analytics to improve efficiency
- Enabled scalable, data-driven decisions through AI-led digital transformation
- Applied ML and NLP for predictive insights and data analysis.
- Strengthened monitoring with AI-driven anomaly detection and dashboards.
- Optimized IT systems using AI tools, cloud services, and chatbot.
- Built organizational AI literacy while promoting ethical, inclusive adoption.

7. CYBERSECURITY & DATA PRIVACY RESPONSIBILITIES

- **Data protection & compliance:** ensuring confidentiality of sensitive beneficiary and health data, and compliance with applicable data privacy regulations (e.g., DPDP Act, GDPR).
- **Cyber risk management:** conducting risk assessments, managing vulnerabilities, and ensuring business continuity through disaster recovery planning.
- **Incident response readiness:** defining processes for detecting, reporting, and responding to security incidents to minimize impact.

CRITICAL TRAITS

- **Business Acumen:** Ability to understand end-user challenges, evaluate technology solutions within budget, analyze costs, and compare service providers.
- **Professional Expertise:** In-depth knowledge of technology applications, data management, security, storage systems, networking, sector-specific emerging technologies, and capacity building.
- **Trust and Integrity:** Demonstrates the highest standards of integrity in all internal and external interactions.
- **Organizational Skills:** Strong time management, efficiency, and ability to prioritize competing demands.
- **Agility & Flexibility:** Capable of managing multiple projects, meeting tight deadlines, and navigating ambiguity.
- **Diversity Sensitivity:** Comfortable working with diverse populations and sensitive to issues in Health, Nutrition, and Violence.

BEHAVIORAL COMPETENCIES

- **Coaching and Mentoring:** Ability to develop and manage team members across levels and facilitate user adoption of technology solutions through collaboration.
- **Communication Skills:** High emotional intelligence, relationship-building, and ability to manage diverse perspectives effectively.
- **Influencing:** Ability to persuasively communicate what benefits the organization and the communities it serves.
- **Proactiveness:** Demonstrates a forward-thinking approach by anticipating technological needs and risks, taking initiative, and implementing timely solutions to enhance system efficiency and organizational readiness.
- **Collaborative & Supportive Mindset:** Works well in a team-oriented environment, offering help and encouraging peers.
- **Adaptability & Prioritization:** Thrives in a dynamic environment, managing multiple tasks and shifting priorities effectively.

Systems Thinking & Innovation Orientation: Understands the bigger picture and thinks strategically about data architecture and workflows

TO APPLY (interested candidates can apply through this mail): contact@pmspl.net.in

