JOB DESCRIPTION

CHIEF TECHNOLOGY OFFICER (CTO)

Location: Santacruz, Mumbai | **Reporting To:** Chief Executive Officer (CEO) and Fractional CTO

ABOUT THE DOMAIN

The Information Management (IM) Domain plays an integral role in the organisation's mission through the following priorities:

- Design, implement, and maintain consolidated Business Intelligence (BI) and data visualisation systems to enable data-driven decision-making and programme impact evaluation.
- Establish and strengthen secure, stable IT infrastructure to protect data and support seamless day-to-day operations.
- Innovate, develop, and deploy cost-effective digital products and platforms, including mobile/web applications, ERP modules, and community-facing tools such as the organisation's Phonewali Didi WhatsApp chatbot.

THE PROFILE

We are seeking a strategic technology leader with 12–15 years of experience across IT, data, and digital products to define, review, and execute the organisation's technology and digital transformation strategy. The CTO will lead the Information Management team and supervise specialised product consultants. The ideal candidate will balance enterprise IT governance with agile product innovation, translating programme goals into scalable, user-centric technology solutions within non-profit budget realities. Experience in the social or development sector is strongly preferred.

DUTIES & RESPONSIBILITIES

1. Technology Strategy & Digital Transformation

- Review, redefine, and execute a multi-year technology and data strategy aligned with organisational goals.
- Assess technology needs across programmes and domains; simplify and automate business processes to improve operational efficiency and management decision-making.
- Drive the roadmap for digital products and multi-channel community tools, ensuring alignment with programme objectives and measurable value for end users.
- Engage with donors and contribute to proposal development and donor reporting.

2. Team Leadership & Supervision

- Lead, mentor, and manage the Information Management team and external strategy/technology consultants.
- Provide strategic direction to product and strategy leads on user research, value proposition definition, Agile/Lean product lifecycles, and performance metrics.
- Build organisational capacity in technology tools, data literacy, AI, and digital processes while encouraging user ownership and change adoption.

3. Data Management & Business Intelligence

- Support the organisation's data strategy, data governance framework, and Business Intelligence systems.
- Work closely with Monitoring, Evaluation, and Research (M&E;) teams to use data analytics and visualisation to evaluate intervention impact and build replicable public health evidence.

4. Infrastructure, Security & Governance

- Oversee and strengthen core IT infrastructure—including servers, networks, bandwidth, devices, storage systems, and data security protocols—across field and office locations.
- Identify, evaluate, and build strategic partnerships with technology vendors and implementation partners.
- Establish effective procurement and contract management practices to ensure vendor deliverables meet cost, timeline, and quality requirements.
- Plan and manage annual budgets, staffing, and administrative resources for technology deployment and ongoing operations.
- Ensure compliance with internal policies and data protection laws, including the Digital Personal Data Protection (DPDP) Act, 2023.

QUALIFICATIONS & EXPERIENCE

- **Education:** M.Tech, Master's degree in Computer Science, Information Technology, or an equivalent technical discipline.
- **Experience:** 12–15 years of progressive experience in IT, data, and digital products, including senior leadership and team management.
- **Sector Exposure:** Experience with technology or digital public goods in the social/development sector is preferred.

SKILLS & COMPETENCIES

Core Competencies

- **Professional Expertise:** Enterprise IT architecture, data management, BI/analytics, cybersecurity, networking, and digital product lifecycles (web/mobile apps, chatbots, and ERP systems).
- **Business & Financial Acumen:** Understanding end-user needs, build-vs-buy evaluation, vendor comparison, and cost-effective solutions within non-profit budgets.
- **Coaching & People Management:** Ability to lead and mentor technical teams, product managers, data engineers, and consultants while collaborating with non-technical programme teams.
- **Trust & Integrity:** Strong ethical standards, transparency, and accountability.

Leadership & Behavioural Attributes

- **Communication & Influencing:** Ability to manage diverse viewpoints and communicate technology's impact to leadership, donors, and field teams.
- **Agility & Organisation:** Strong prioritisation and time-management skills, with the flexibility to manage multiple initiatives and evolving requirements.
- **Sensitivity & Inclusivity:** Comfort working with diverse populations and sensitivity to women's health, nutrition, adolescent wellbeing, and violence prevention.
- **Curiosity & Learning:** Interest in public health and in applying technology and data systems to strengthen public health interventions.

INTERESTED CANDIDATES

Please share your updated resume at:

sakshi@pmspl.net.in