Job Title: IT Lead

Location: New Delhi, India
Organization: Muskaan-PAEPID
Employment Type: Full-time, On-Site
Application Link: Apply Here

About Muskaan:

Muskaan-PAEPID was started in 1982 by parents and professionals with the intention of filling up a void in required services and facilities for children and adults with intellectual disability (ID) and their families. Muskaan and is well known for its pioneering work in the field of providing training and work opportunities to adults with ID. Family support, assisted living, awareness and advocacy are other areas of work of the organization. After receiving training in various skills, our students work within Muskaan in distinct units like stationary, bakery etc. creating products, available for the outside world to buy. Students have also been able to secure employment outside Muskaan with partner organizations in various industries

Role Summary

The IT Lead is responsible for driving Muskaan's overall digital transformation, ensuring smooth functioning of all IT systems, strengthening technology-enabled training for PwIDDs, managing critical digital infrastructure, and guiding the IT team toward efficient service delivery. This role blends technical leadership with digital strategy, implementation, cross-department coordination, and capacity building.

Key Responsibilities

1. IT Infrastructure & Systems Management

- Lead the planning, procurement, setup, and lifecycle management of all IT assets across centres.

- Ensure reliable functioning of desktops, laptops, printers, NAS, networking equipment, and backup systems.

- Oversee Wi-Fi networks, mesh systems, internet upgrades, and enterprise connectivity.

- Manage CCTV systems including monitoring, maintenance, repair coordination, and storage management.

- Develop and maintain organisation-wide data backup protocols and disaster recovery plans.

- Manage domain, hosting, DNS, email services (Google & Microsoft Workspace), and website backend.

- Oversee device issuance, tracking, and IT asset records.

2. Digital Transformation & Organisational Processes

- Lead Muskaan's digital transformation initiatives and process optimisation efforts across departments.

- Enable hybrid meetings, shared digital workspaces, and collaborative tools.

- Support organisational work through Razorpay, fundraising dashboards, online payment systems, and other portals.

- Manage and troubleshoot telephone, broadband, mobile connections, and related infrastructure.

- Coordinate with Muskaan USA on digital, technical, and collaborative requirements.

3. ERP, Database & Information Systems

- Oversee student ERP operations, ensuring reliable attendance systems, punch-card assignment, and data flows.

- Maintain centralised trainee databases and ensure accuracy and timeliness of updates.

- Ensure data governance, security protocols, and user access controls.

- Support the organisation in data extraction, reporting, and analytics for program evaluation.

4. Cybersecurity & Compliance

- Ensure adherence to cyber hygiene, secure device practices, and organisational security protocols.

- Establish guidelines aligned with the **Digital Personal Data Protection (DPDP) Act** and other relevant compliance frameworks.

- Implement access control policies, device protection, encryption practices, and secure cloud usage.

- Support readiness for audits related to data protection or digital processes.

5. Digital Resource Library & E-learning Initiatives

- Provide strategic direction and oversight for the Digital Resource Library platform.

- Coordinate with vendors and internal teams for platform development, upgrades, and maintenance.

- Lead content development workflows with interns and staff, ensuring accessibility considerations.

- Train staff, partner organisations, and PwIDDs on using digital learning tools.

6. Computer Training Program (CTP)

- Lead the design, implementation, and improvement of Muskaan's Computer Training Program.

- Supervise IT Associate and Data Entry Associate (PwIDD) in operational tasks.

- Introduce, evaluate, and refine training tools, software, and digital methodologies.

- Support employability pathways such as data entry, basic IT tasks, and digitally-enabled work.

7. Media & A/V Technology

- Oversee A/V systems during events and internal functions.

- Provide sound engineering, mixing, live-streaming, and projection support.

- Capture professional photography and videography for events and documentation.

- Oversee storage, cataloguing, and management of photo and video archives.

8. Vendor & Partner Coordination

- Manage relationships with IT vendors, service providers, software partners, and repair technicians.

- Drive cost optimisation strategies through selective outsourcing and enhanced in-house capabilities.

- Support grant applications, pilot projects, and technological partnerships (e.g., Daksh Portal with DEPwD).

9. Team Leadership & Capacity Building

- Train and supervise the IT Associate on troubleshooting, hardware support, and basic system administration.

- Mentor the Data Entry Associate (PwIDD) under the supported employment model.

- Conduct digital upskilling sessions for staff and partner organisations.

- Build SOPs, documentation, and knowledge repositories for continuity.

10. Cross-Departmental Support

- Provide technical assistance to Administration, Fundraising, HR, Accounts, Vocational Training, and Social Media teams as needed.

- Collaborate on campaigns, outreach materials, digital presence, and insights analysis.

- Support content production workflows for social media, website updates, and outreach.

Required Skills & Competencies

Technical Skills

- Strong knowledge of hardware, networking, CCTV, and IT systems.

- System administration (Windows/Mac/Linux), cloud services, and backup management.

- Website backend management, hosting, and domain control.

- Experience with ERP systems, attendance devices, and data workflows.

- Audio engineering, live sound, and A/V equipment operations (optional).

- Photography, videography, and media editing tools.

- Understanding of IT security principles and the **DPDP Act**.

Soft Skills

- Excellent problem-solving and decision-making abilities.

- Strong documentation, process design, and organisational skills.

- Ability to train and mentor diverse learners including PwIDDs.

- Effective communication and cross-team coordination.

- Patience, empathy, and adaptability in a disability-focused organisation.

Preferred Experience

- 3–7 years of experience in IT operations, digital transformation, or systems management (adjust as per salary and designation).

- Prior experience in a social sector, disability sector, or training ecosystem (preferred but not mandatory).

- Experience managing small teams and multi-department workflows.