

American India Foundation (AIF)

Tech Support

Position – Tech Support

Project– Vigyan Jyoti under Department of Science and Technology

Location – Delhi

Background:

The American India Foundation is committed to improving the lives of India's underprivileged, with a special focus on women, children, and youth. AIF does this through high impact interventions in education, health, and livelihoods, because poverty is multidimensional. AIF's unique value proposition is its broad engagement between communities, civil society, and expertise, thereby building a lasting bridge between the United States and India. With offices in New York and California, twelve chapters across the U.S., and India operations headquartered in Delhi NCR, AIF has impacted 6.7 million lives across 26 states of India. Learn more at www.AIF.org.

About the Program:

AIF has partnered with IBM and the Department of Science and Technology (DST) with an aim to serve India's science popularization agenda under DST, Government of India. Vigyan Jyoti under DST endeavours in bringing experts, mentors for multiple events, workshops and webinars in order to lend value to the student ecosystem in Navodaya Vidyalaya Samiti (NVS). The project will create a robust STEM ecosystem that creates critical thinkers, problem-solvers, and next generation innovators through MANAK in NVS and Stem For Girls India schools. American India Foundation will be implementing the project with the support of IBM.

Key Responsibilities:

The Technical Support will be responsible for being an expert on technical aspects in the Vigyan Jyoti project. They will provide expertise on troubleshooting technical problems faced by employees in the team and on virtual platforms. The person in this position will also support the Project Coordinator and Project Lead in collating data from MANAK. They will assist team members to ensure that all virtual workshops, activities, webinars and meetings run smoothly.

The responsibilities include, but are not limited to:

- Developing strategy/planning for IT structure for the projects undertaken by the program.
- Ensuring efficient functioning of virtual platforms by providing technical assistance to teams.
- Troubleshooting issues related to IT software and hardware.
- Maintaining database of IT equipments.
- Installation of application and software maintenance (video conference applications, M.S. Office and other applications as and when requested)
- Providing inputs on provision of IT equipments when required.
- Safeguarding the IT equipments by maintaining records.

Qualifications and Experience:

B.Tech with 3-5 years of experience and knowledge of software development

Skills and Competencies:

- Experience of software development and testing
- Experience of working in the Ed-Tech space would be an added advantage
- Excellent written and verbal communication skills
- Ability to think conceptually and play an advisory role to senior management and teams
- Ability to support staff from a distance
- Outstanding listening and facilitation skills
- Good collaborative, liaising and relationship management skills
- Problem solving skills and a can-do attitude
- Ability to prioritize and manage multiple tasks

Reporting: The position will report to the Project Lead.

Other: Salary commensurate with experience. Initially, contract shall be issued till May 2021, which shall be renewed on yearly basis thereafter, based on their performance.

Position Availability: Immediately

Application Process: To apply for this position, send your CV and covering letter describing your suitability for the role derecruitments@aif.org with the subject line "**Tech Support (Vigyan Jyoti)**".

Deadline for applications: **23rd November 2020**

Only applications of short-listed candidates will be acknowledged.