American India Foundation (AIF)

Trainer- Domestic IT Helpdesk Attendant (Livelihoods)

Position: Trainer- Domestic IT Helpdesk Attendant (Livelihoods)
Program: Market Aligned Skills Training (MAST)
Location: Mumbai
Duration: 11 months
Nature of Employment: Contractual
No. of position: 1

About American India Foundation

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 MAST

The Market Aligned Skills Training (MAST) program provides unemployed young people with a comprehensive skills training that equip them with the knowledge and skills needed to secure employment and succeed on the job. MAST not only meets the growing demands of the diversifying local industries, it harnesses youth population to become powerful engines of the economy.

MAST begins with a labor market scan in each region, working closely with employers to develop the market-aligned training curricula that form the heart of the program’s skills training. Set over a period of three months, the training combines foundational, workforce readiness skills with industry-specific skills, ranging from retail, basic IT, healthcare to hospitality, creating multi-sector job opportunities for marginalized young people. Upon completion of the training, qualified candidates are placed into entry-level jobs, creating a path to financial independence. In addition to private employment partners such as Reliance and ICICI Bank, MAST is aligned with the framework of the National Skills Development Corporation (NSDC).

About NEST

The Night Employability and Skill Training (NEST) is a visionary project aims to enhance the Employability Skills of youth through NEST (Night Employability Skill Training) Centers established in 10 Night Colleges and Evening Shift of Day Colleges of Mumbai and Greater Mumbai area. The Project delivers Innovations in Concept as well as Innovations in Implementation Methodology. It has been designed with a clear Objective: Enhancing Employability Skills of 3,500 youth with at least 80% candidates gaining employment. Aspiring youth from the NEST colleges, aspirants who wants to upgrade their skills and/or looking at career shift and those from marginalized communities and migrants will be positively impacted through enhancement in their employability and access to employment
opportunities. The project will ensure participation of at least 25%-30% females and upto 10% of the beneficiaries can be expected to be persons with disabilities.

Job Roles & Responsibilities

1. To conduct structured training in NEST center including training on Domestic IT Helpdesk Engineer training courses
2. To maintain the trainees database time to time on AIF-MIS and upload the relevant supporting documents on timely basis
3. Preparation of sessions as per training guidelines and material applicable for the program
4. Conducting classes as per schedule and methodology and ensuring student attendance and participation in the session
5. Delivering trainings on installation of SMPS, Dismantling and assembling computers, DOS and Window Installation, Resolving booting and connectivity issues etc.
6. Ensuring smooth running of computer systems
7. Installing and configuring computer hardware operating systems and applications
8. Monitoring and maintaining computer systems and networks
9. Delivering training on setting-up computer systems or resolve technical issues such as troubleshooting system issues and network problems
10. Delivering training on diagnosing and rectifying hardware/software issues
11. To organize various centre indoor activities and take candidates for outdoor exposure visits on regular basis
12. Need self-motivated individual with strong technical skill
13. Supporting the team in candidates’ enrollment & admissions by counseling the students visiting the centres
14. Counseling students as when required to enable their placements in jobs
15. Generating reports and presenting information to Program Manager
16. Timely reporting to the donor regarding project progress and facilitating them as and when required
17. Any other task as assigned by the line manager

Desired Candidate Profile

1. Having 4 years of experience as Domestic IT Attendant
2. Well versed with database connectivity & OOPS Concepts Familiar with .net frameworks
3. Should possess knowledge of how to use computer applications or programs such as spreadsheets, desktop publishing programs, or computer network systems software and hardware etc.
4. Must have good communication skills & presentation Skills
5. Strong and updated knowledge about technology trends and IT initiatives
6. Ability to use information technology effectively to input and/or extract data accurately
7. Knowledge to identify and refer anomalies in data
8. Good knowledge about how to store and retrieve information
9. Ability to understand objectives and work requirements
10. Proficiency in being up to date with changes, procedures and practices in the respective field
11. The candidate should pave a passion for training
Qualifications required

1. Technical Graduate - BE/B-Tech-Computer applications, BCA, B.SC etc.
2. Certified Training certificate in Software Development or IT Helpdesk from a reputed institute.
3. Minimum 2 to 3 years of Teaching experience in IT Helpdesk profile

Reporting: The position will report to Program Manager/Project Coordinator- Livelihoods.

Other: Salary commensurate with experience.

Position Availability: Immediately

Application Process: To apply for this position, send your CV and covering letter describing how you meet the specifications for this role and what you bring to it to career.livelihoods@aif.org with subject line “Domestic IT Helpdesk Attendant (Livelihoods)”.

Along with your CV, please also share a one-minute video resume answering these 3 questions:

~ Tell us something about yourself?
~ A brief about your achievements as a Domestic IT Helpdesk Attendant?
~ Your current/last drawn CTC and expectation from the role? Please upload a zip file including the CV, Covering Letter and video resume.

Deadline for applications: 5th June, 2021

Only applications of short listed candidates will be acknowledged