



Head - Information Technology (IT)

About Ummeed:

Ummeed is one of India's premier non-profit organizations providing family-centered care to children with developmental disabilities and their families. We believe that all children with developmental disabilities can be included in society and reach their maximum potential, if given the chance. As an organization with a workforce of over 90 committed professionals, Ummeed's transdisciplinary approach works towards:

- Supporting children in overcoming their disabilities through direct clinical services and helping families in their journey towards acceptance and empowerment\
- Building a network of trained professionals and community workers who can prevent, diagnose, and manage developmental disabilities effectively

The team at Ummeed is a diverse group of highly passionate, motivated and talented individuals. Ummeed offers its team members opportunities to grow professionally and personally, inculcating a strong culture of responsive supervision and mentorship and providing an invigorating space for continued learning.

About “the position” at Ummeed:

The Head – IT will be responsible for delineating Ummeed's Information Technology strategy to ensure that it is aligned with Ummeed's operational requirements and reinforces Ummeed's strategic outreach initiatives. The position is a forward looking position demanding strategic thinking, awareness of technological trends and strong execution focus.

Primary Responsibilities:

Major responsibilities and target accomplishments expected of the position include

- Define and implement a scalable and economic strategy to continuously build on Ummeed's infrastructure and information systems / products to meet the Ummeed's business goals.
- Put together and track an annual IT infrastructure and operations budget and assist in fund raising for the same.
- Implement and monitor systems and processes to manage information technology and computer systems.
- Plan, organize, direct, control and evaluate the procurement, installation and operations of computer systems, mailing and calendaring systems, security solutions and organization-wide support utilities/applications.
- Implement optimal solutions to cater to the IT support needs of Ummeed staff.

- Hire and manage information systems personnel and contractors/vendors and engage consultants to design, develop and implement applications or procure and install hardware.

Minimum Qualifications and Experience:

The candidate must have 10 to 12 years of relevant experience of which 5 years are in a managerial position which would have involved defining and implementing elements of an organization's IT strategy or as a senior consultant for IT infrastructure planning and implementation. Experience working on health care systems, training / learning management systems will be an advantage.

Essentials Skills Required:

Besides familiarity with current technology trends, the incumbent must demonstrate the following skills:

Managerial, Communication and Team skills:

- Management and supervisory skills including decision making skills
- Effective verbal, presentation and listening/ communication skills
- Effective written communications skills
- Ability to work with diverse teams

Initiative, Customer focus and Problem solving skills:

- Initiative for developing and supporting technological solutions to meet the organization's goals
- To take ownership of user issues reported and see problems through to resolution
- To research, diagnose, troubleshoot and identify solutions or seek consultation to resolve customer issues

Reporting to: A member of Ummeed's Senior Management Team

Others:

Ummeed prefers candidates who are interested in putting in at least 32 to 40 hours per week. Salary will be commensurate with qualifications and experience.

Candidates meeting the criteria may email their updated resumes to careers@ummeed.org.