



भारतीय प्रबंध संस्थान बंगलूर
INDIAN INSTITUTE OF MANAGEMENT
BANGALORE

Ref: IIMB/HR/RECT/2024/31

Date: 02 May 2024

About IIMB	The Indian Institute of Management Bangalore (IIMB) is a leading graduate school of management in Asia. Under the IIM Act of 2017, IIMB is an Institute of National Importance.
Industry/Service	Higher Education
Post/Job Title	Manager IT Operations
Job Purpose	We are seeking a skilled Manager IT Operations to join our IT Operations team. The Manager IT Operations will play a key role in managing, optimizing and maintaining our organization's IT infrastructure. The ideal candidate should have a strong understanding of IT systems, excellent analytical skills, and the ability to collaborate with cross-functional teams. Will be responsible for supporting IT manager in managing the day-to-day operations of the IT team, ensuring the availability and reliability of systems and networks, managing technology vendors, and implementing new technologies and processes to improve efficiency and productivity.
Job Type	Contractual – Non-Teaching
Reporting to	Campus Computer Manager
Will also closely work with	All relevant stakeholders of the Institute
Principal Accountabilities & Responsibilities	<ul style="list-style-type: none">• Systems Optimization: Analyze existing IT systems at BG Campus as well as Anekal Campus, identify areas for improvement, and recommend solutions to enhance efficiency and performance. Maintain and optimize networks and servers, both on-premise and on cloud.• Monitoring and Maintenance: Monitor system performance and troubleshoot issues promptly. Implement preventive maintenance strategies to ensure the stability and reliability of IT systems. Manage installations, upgrades and configurations of hardware and software.• Incident Response: Respond to and resolve system-related incidents, working closely with the IT support team. Document incident resolutions and contribute to the development of incident response procedures.• Infrastructure Planning: Maintaining a strong understanding of the organization's business needs and working closely with other departments to ensure that IT is aligned with those needs. Collaborate with IT architects and engineers to plan and implement IT infrastructure projects. Assist in the evaluation and selection of hardware, software, and other technology solutions.• Security Compliance: Ensure that IT systems comply with security policies and procedures. Assist in security audits and implement measures to address vulnerabilities. Oversee data backup and system security operations (e.g. user authorization, firewalls).• Performance Analysis: Conduct performance analysis of systems and applications, recommending optimizations to improve overall efficiency.• Documentation: Maintain accurate and up-to-date documentation for IT systems, configurations, and procedures. Develop and update system-related documentation for end-users and IT staff. Write policies, executive reports, tender documentation, etc.• Collaboration: Work closely with cross-functional teams, including network engineers, database administrators, and application developers, to achieve seamless system integration.• Training and Support: Provide training and support to end-users on IT systems and applications. Act as a point of contact for user inquiries and technical issues. Develop IT policies and implement best practices.• Administering Procurement and their Audit: Assessing and providing the right specification & eligibility requirement against the respective IT/AV procurement. Creating Vendors for enhanced participation in the Tender process. Project Management and Roll out of different projects. Control costs and budgets regarding IT systems. Manage contracts with vendors (e.g. development platforms, telecommunication companies, password managers) and software

	licenses.
Key Skill and Ability Requirements	<ul style="list-style-type: none"> • Excellent understanding of IT infrastructure components, including servers, cloud, storage, and networking. Proficiency in system monitoring and management tools. • Strong analytical and problem-solving skills. • Good communication skills for presenting and writing official reports to senior leadership. • Strong leadership skills and ability to manage multiple projects. • Certifications (Optional): • Relevant certifications such as Project Management, CompTIA IT Operations Specialist or equivalent.
Qualification and Personal Profile	<ul style="list-style-type: none"> • Education: Master's degree in information technology, Computer Science, and preferably specialization in IT Operations. • Experience: Candidates with 8 years of experience, preferably in IT Operations & Management. • Experience with IT systems administration and troubleshooting.
Compensation	The indicative annual CTC will be in the range of Rs. 13.2 Lakhs to 14.5 Lakhs. The compensation will be fixed based on candidates experience and qualification and will be as per IIMB Contract Appointment Rules

Interested candidates may fill the application using the link: [here](#)

The closing date for applications is 16th May 2024. Only shortlisted candidates will be intimated. It is mandatory to fill in all the fields in the application and relevant supporting documents are to be uploaded. Incomplete applications will not be considered.