

## IT Administrator

Job Title	IT Administrator
Department	Information Technology
Level	Support
Location	Delhi



### About SaveLIFE Foundation:

SaveLIFE Foundation (SLF) is a non-profit organisation committed to saving lives on roads in India. We have been recognised as the Best NGO in India by the Rockefeller Foundation and are a recipient of the prestigious Prince Michael International Road Safety Award. We partner directly with the government, industry, and local communities across India to make the most dangerous roads safer.

Road crashes kill over 1.3 million people globally each year. India holds the dubious distinction of being the world's number one in road crash deaths, with at least 150,000 fatalities and over one million serious injuries per year. Most victims come from extremely poor backgrounds. Road crashes have emerged as the number one cause of death for Indians in the age group of 15-45, dealing a crushing blow to the nation's productivity and a loss of 3% to our GDP each year - an amount that can eradicate hunger from India, twice over each year. Tragically, road crashes in India are also one of the biggest causes of death for children under age 14, with over twenty fatalities each day, mostly in the vicinity of schools.

SLF operates at the intersection of policy-making and grassroots impact. We are best known for getting India a Good Samaritan Law that encourages bystanders to help critically injured persons on the road, expected to save 50% lives otherwise lost to preventable injuries. Most recently, SLF has delivered an astounding 52% reduction in fatalities on the Mumbai-Pune Expressway, and a reduction of 69% on in fatalities on the Old Mumbai - Pune Highway (NH-48) through a combination of measures ranging from improved road engineering to technology-driven traffic enforcement to optimised trauma response – the Zero Fatality Corridor (ZFC) model.





### Role Overview:

This role needs a compassionate and highly organized candidate to join our team. The successful candidate will be in charge of managing our company's computer infrastructure and supervising our IT department. You will be upgrading and installing hardware and software, performing troubleshooting to resolve IT issues, and maintaining our networks and servers.

He or she will develop positive working relationships with all of the stakeholders and report any problems or concerns to the team member immediately. We're looking for someone with a flexible schedule who can be available for weekends and holidays if needed as per requirement.



### Key Responsibilities:

#### Operational responsibilities

- Fully support, maintain, and upgrade Network and server both onsite and remotely
  - Resolve day to day issues in Apple and windows Laptops faced by staff
  - Provide tech support for LAN / WAN & Patches,
  - Install software & hardware, Antiviruses and troubleshoot etc
  - Monitor network performance (availability, utilization, throughput, goodput, and latency) and test for weaknesses
  - Monitor System performance, perform diagnostic tests, debug the systems
  - Set up user accounts, permissions, and passwords
  - Resolve problems reported by end-user
  - Ensuring Security & efficiency of IT infrastructure through access control, backups & upgrades.
  - Develop Data recovery and retrieval process of accidentally lost data.
  - Documentation process w.r.t IT-related requirements.
  - Responsible for ensuring that Telephone Lines, Broadbands, Lease line, Printers, video conferencing, Dashcams etc are performing well.
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- Cyber security, breaches management, Passwords management, IT Policies, IT Vendor Management.
- Create accounts, log in, access controls, etc.
- Resourceful to the latest updates and technologies.
- Maintain Licenses, IT-related Services, Domains, Microsoft, windows, software etc.

### Process Improvement, Learning & Development

- Take the initiative to learn new developments/innovations
- Contribute new ideas to strengthen the solution
- Make maximum use of Technology in the departmental processes
- Actively participate in organization initiatives, planning and review discussions
- Adhere to timelines of performance appraisals

Any other additional responsibility could be assigned to the role holder from time to time. The same would be discussed between the incumbent and reporting manager



### Role Specifications:

#### Education

- Bachelor's degree in computer science, information technology, information systems, or similar.

#### Experience

- At least 3-5 Years' Experience will be preferred
  - Experience of providing tech support for Laptops (Both Windows and Apple) & Desktops, working on LAN / WAN & Patches
  - Proven experience in a network administrator role.
  - Ability to set up and configure server hardware
  - Familiarity with backup and recovery software and methodologies
  - Great at organising, prioritising and multitasking
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### Key Behavioural attributes

- Execution Focus
  - Building Trust & Relationships
  - Impact & Influence
  - Planning & Organizing
  - Communication
- Learning Focus
  - Learning Orientation
  - Analytical Thinking
- Adherence to Core Values of SLF
  - Dependability
  - Integrity
  - Mutual Respect
  - Spirit of Public Service
  - Leadership
  - Excellence



**How to apply:** Interested candidates can apply for this position by clicking on the following link and submitting their application. <https://forms.gle/hwCmi5KT2mg6JU558>

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