Job Description

Location: IMI Kolkata

Role Overview

The Senior Manager – IT / IT -Head is responsible for managing and delivering reliable, secure, and effective IT services for the IMI Kolkata campus, supporting academic delivery, administration, research, admissions, and student services.

The role will operate within a federated IT governance model, providing campus-level execution and day-to-day operational ownership while ensuring alignment with central IMI / Group IT policies, standards, cybersecurity controls, and technology frameworks. The incumbent will support institutional compliance with regulatory and accreditation requirements, including AICTE, AACSB, and AMBA, through effective IT governance, documentation, and controls.

Key Responsibilities

1. IT Operations & Service Delivery

- Manage day-to-day campus IT operations including network, Wi-Fi, servers, cloud services, AV infrastructure, and end-user computing.
- Ensure availability, performance, and reliability of IT systems in line with agreed service levels.
- Oversee helpdesk operations, incident management, problem resolution, and user support processes.

2. Systems & Applications Support

- Support implementation, maintenance, and optimization of ERP, LMS, admissions, examination, library, and collaboration platforms.
- Coordinate with faculty and administrative departments to address system requirements, issues, and enhancements.
- Facilitate IT onboarding and orientation for new faculty, staff, and students.
- Training and support for faculty, staff, and students on IT tools and systems.
- Facilitate teaching and learning technologies, including smart classrooms and virtual learning environments

3. Information Security & Compliance Support

- Implement and monitor cybersecurity controls including endpoint protection, patching, backups, access controls, and data security measures.
- Ensure adherence to central IMI / Group IT security policies and compliance requirements.
- Maintain security logs, incident records, and compliance documentation for audits and reviews.

4. Vendor, Procurement & Budget Support

- Coordinate IT procurement, vendor engagement, AMC management, and SLA tracking in line with approved budgets and policies.
- Support evaluation of technology upgrades and improvements, and submit proposals for approval to Institute leadership and central IT.
- Monitor vendor performance and escalate issues as required.

5. Asset Management & Audit Readiness

- Maintain accurate records of IT assets, licenses, warranties, and inventory lifecycle.
- Support internal, external, and accreditation audits by ensuring the availability of required IT documentation and evidence.

6. Team & Stakeholder Coordination

- Supervise campus IT staff and service partners; allocate tasks and monitor performance.
- Act as the primary IT point of contact for faculty, staff, students, and visiting academic programs.
- Coordinate with central IMI / Group IT teams for escalations, shared platforms, and standardization initiatives.
- Collaborate with academic and administrative departments to understand technology needs and deliver customized solutions

Eligibility:

- Experience: 8–10 years of experience in IT, with at least 3-4 years in a leadership role, preferably in an educational or enterprise environment.
- Education: Bachelor's degree in computer science, Information Technology, or a related field; Certifications like ITIL, PMP, Cisco, or Microsoft are preferred.
- Technical Knowledge: Understanding of networking (LAN/WAN), Active Directory, cloud platforms (Azure/AWS), virtualization (VMware), and cybersecurity best practices.

Key Performance Indicators (KPIs):

- Adherence to data security standards and zero incidents of data breaches.
- Timely and successful completion of IT projects within budget.
- Optimal use of IT budgets with clear ROI on technology investments.
- Growth, engagement, and retention of IT staff.