

The logo for the Indian Institute for Human Settlements (iihs) is located in the top left corner. It consists of the lowercase letters "iihs" in a white, sans-serif font, with a registered trademark symbol (®) to its upper right. The logo is set against a dark red rectangular background.

iihs[®]

INDIAN INSTITUTE FOR
HUMAN SETTLEMENTS

JOB DESCRIPTION

Senior Associate – Information Technology

About Us

The Indian Institute for Human Settlements (IIHS) is a national education institution committed to the equitable, sustainable and efficient transformation of Indian settlements.

IIHS aims to establish an independently funded and managed national university of eminence for research and innovation focused on the challenges and opportunities of India's urban transition. The proposed IIHS University will be an institution of eminence that will host an integrated programme of quality campus-based education and research, training and lifelong learning for working professionals, distance and blended learning, as well as a whole array of practice and advisory services. The university will have a strong interdisciplinary orientation bringing together theory and praxis that is grounded in the South Asian context and also engages with and draws from knowledge across the globe.

For more information, please see <http://www.iihs.co.in>

Job Description

The responsibility of the Senior Associate – Information Technology will be to provide IT infrastructure support to ensure installation and configuration of domain controllers, administration and troubleshooting of windows 2012 servers, DHCP, DNS, antivirus, implementation, administration of Active Directory and Group Policies.

Activities and Tasks

Responsibilities would include, but not be limited to, the following:

- Windows operating system 7/8.1/10 installation and troubleshooting;
- Windows Server 2012 DNS/Active directory/DHCP installations and troubleshooting;
- Managing/troubleshooting Windows Group policy and IT management;
- Network management TCP/IP & Router switch and Firewall security configuration management;
- Printer installation, troubleshooting and log management;
- Managing, Installing and troubleshooting Laptop, Desktop & Server Symantec & DLO (Desktop and Laptop Option - Veritas);
- Setting up the Audio Video equipments like smart board, Video conferences and Skype calls;
- Monitoring Server Backup process (Veritas and Symantec) and reporting issues;
- Checking Symantec Endpoint Protection (Antivirus) status;
- Setting up Windows profile and Outlook profile for end users;
- Troubleshooting VPN related issues;
- Managing and monitoring of network LAN/WAN, Wi-Fi, ISP, MPLS, IP-Phone, O365, Skype for Business;
- Trouble shooting Network Access Protection (NAP) in client machines;
- Providing support to other IIHS activities including, academics, research, operations and other activities;
- Participating in all activities of institution-building at IIHS; carrying out tasks as assigned by IIHS; and travel on IIHS work within or outside the country as needed.

Structure and Reporting

The Senior Associate -IT will report to the Senior Manager – IT at IIHS and will be required to collaborate effectively with a diverse group of internal teams and external individuals/organisations, and students.

Person Specification

- Knowledge in handling office IT configuring LAN/WAN networks and experience in handling firewalls/Routers/Wi-Fi devices;
- Administration of Windows Server 2012;
- Symantec DLO Backup knowledge;
- Working knowledge on Audio Video equipments like smart board and Video conference set up and Skype calls;
- Good Knowledge and Hands on experience on Active Directory (AD) concepts & DHCP;
- Knowledge on Print Servers and configuration and Troubleshooting;
- Microsoft Certification in Windows Server 2012;
- Experience in handling large desktop environment for Windows 7, Windows 8 systems Knowledge on MAC OS;
- Working knowledge in installing antivirus software and license renewals;
- Knowledge on MAC OS and Linux will be an advantage;
- Deploying and maintaining server infrastructure within Amazon Web Services (AWS);
- Mapping premise resources to AWS resources; preparing AWS architecture for on-premise applications and migrating applications to AWS;
- Hands on Experience on AWS, Simple Storage Service (S3), Elastic;
- Extensive skills in Active Directory, Server administration, Cloud technology (Azure/Office 365) and Backup Management;
- Monitoring IT infrastructure using various tools such as Nagios, PRTG etc.;
- Patch management of servers and endpoints using WSUS;
- Sophos UTM CR100iNG – Administration;
- Technical Certification (CCNA/MCSE) will be an advantage.

This offer is on an exclusive basis, which implies that other professional assignments (whether compensated or not) that bear a potential conflict of interest with IIHS cannot be undertaken.

The search will remain open until the position is filled.

Location

This position is based in Bengaluru and may entail travel to other locations in India.

Review and Assessment

The role and performance of the incumbent shall be subject to normal review and assessment systems at IIHS.

Diversity Policy

IIHS is an equal opportunity employer that encourages women, people with disabilities and those from economically and socially excluded communities with the requisite skills and qualifications to apply for positions.

To apply

If you are interested to explore this opportunity with us, please fill the online application form by clicking [here](#). (You can also click on the “Apply Now” button at the end of the Job Description displayed on the website).

Contact

Please write to us at hr@ihs.co.in if you need any clarifications while filling the online application form.



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