

JOB DESCRIPTION
Senior Associate –
Knowledge Management

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 for research and innovation focused on the challenges and opportunities of India's urban transition. The proposed IIHS University 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 Senior Associate - Knowledge Management (KM) will help to execute and improve the key service delivery processes throughout the Institution, and ensure that the correct metrics and Key Performance Indicators are in place. She/he will evaluate, deploy and maintain the technical infrastructure used by our IIHS staff and other IIHS partners. The ideal candidate is expected to be well-versed in current technological trends, tools, platforms and clued into potential future developments.

The role of the Senior Associate – Knowledge Management is to execute an operational delivery of the KM infrastructure and services, including support services, effectively and professionally, ensuring that the Institution's infrastructure and services are aligned with, and support, its strategic objectives.

Activities and Tasks

As the Senior Associate – Knowledge Management, you will be responsible for IIHS' knowledge management infrastructure, support and operations, and dealing with key vendor relationships.

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

- Supporting and managing all IIHS' KM assets, ranging from ERP, HRMS, campus management system, campus OS, media asset management, collaboration platforms, digital based learning, and other similar solutions as needed;
- Contributing to the delivery of all aspects of the Institution's KM infrastructure and services: controlling and reporting on programme activities, system and information security, and risk management;

- Minimising risk by developing KM policies and controls for security and data protection, data storage and retrieval, accessibility to users, and conducting periodic audits;
 - Driving accountability and continual service improvements - reviewing support practices, performing trend analysis on key operational metrics, ensuring a high focus on end-to-end KM service delivery;
 - Reporting, analysing and resolving system, stakeholder and operational issues that impact service quality; ensuring that stakeholders' questions and problems are resolved properly and quickly;
 - Improving support experience quality results by studying, evaluating, and redesigning processes, establishing and communicating service metrics, monitoring and analysing results, and implementing changes;
 - Creating and using knowledgebase articles on new product information, support incidents, and/ or common or critical issues;
 - Implementing process optimisation, improvements and modernisation initiatives where appropriate;
 - Identifying process inefficiencies and compliance issues, and implementing strategic solutions;
 - Participating actively and collaboratively within the IT team, providing feedback on the current day to day activities, and recommending improvements;
 - Providing support to other IIHS activities including academics, research, training, practice, operations and others;
- Participating in all activities of Institution-Building at IIHS; carrying out tasks as assigned by IIHS; and traveling on IIHS work within or outside the country as and when needed.

Structure and Reporting

The Senior Associate – Knowledge Management will report to the Manager - Information Technology, and will be working closely with key stakeholders of the Operations team.

Person Specification

- A Bachelor's and/or Master's Degree in Computer Science, or Computer Applications, or Information Systems, with 5 to 7 years of work experience, including a minimum experience of 2 plus years in dealing with vendors and stakeholders;
- Knowledge or hands-on experience with the deployment and support of ERP, HRMS, digital learning systems, eLearning tools like Moodle and Learnyst, various collaboration platforms such as Microsoft Teams, SCCM, campus management systems, student lifecycle management, IoT based solutions, media asset management and similar ones;
- Knowledge and exposure to the functional domain areas of cloud infrastructure and migration, edge computing and IoT integration;
- Experience with large scale ERP, CRM, SCM implementations and related integration a major plus;

- Knowledge and experience in evaluating, deploying and maintaining KM Infrastructure and applications deployed on-premise and public cloud, with technologies like AWS, Azure PaaS/ IaaS, Office 365, Windows Servers, Linux, Web servers, Database server including SQL, and big data solutions; should understand/ debug/ resolve Application/ Cloud and on-premise Infrastructure;
- Excellent verbal and written communication skills; be able to communicate effectively at all levels of the Institution, including with senior management;
- Ability to handle changing priorities, deal with ambiguity and use good judgment in stressful situations; ability to take on-time decisions even in the face of complexity, balancing systematic analysis with decisiveness.

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](#).

Contact

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



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