

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**

# Associate for Media Asset 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 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

IIHS is looking for an associate (initially on a 11-month contractual engagement) to anchor all activities related to Media Asset Management (MAM). The position will be a part of the knowledge management team, which helps to execute and improve the key service delivery processes of Knowledge Management (KM) throughout the Institution and ensures that the correct metrics and Key Performance Indicators are in place. This team of KM professionals will evaluate, deploy, administer and maintain the technical infrastructure used by IIHS staff and other IIHS partners. Applicants are expected to be well-versed in current technological trends, tools, platforms and clued into potential future developments.

The role of the MAM associate is to help execute an operational delivery of the KM infrastructure and services, including support services, effectively and professionally, ensuring that the Institution's infrastructure, data, assets and services are aligned with, and support, its strategic objectives.

This will be a contractual position, initially for the duration of 11 months.

## Activities and Tasks

As a MAM associate, you will provide support on IIHS' knowledge management infrastructure, deployment of MAM software and hardware, software administration, defining taxonomy, tagging framework, rules and guidelines, adhering to compliance, providing technical support (L1), and dealing with various user groups and solution providers.

Your responsibilities would include, but not be limited to, the following:

- Sharing the responsibility for managing all IIHS' KM assets, including media assets in various formats, documents in various formats, their tagging, indexing, search, data

protection, IP protection, process compliance, and similar functions needed for an educational institution;

- 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 data management, data security and data protection, data storage and retrieval, accessibility to users, and conducting periodic audits;
- Working with the different functional stakeholders and ensuring they use the MAM software as per the framework and guidelines defined and agreed;
- 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;
- Using and creating knowledgebase articles based 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 within the KM team, providing feedback on current day to day activities, and recommendations for improvement;
- Providing support to other IIHS activities including academics, research, practice, training, 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 the country as needed.

### **Structure and Reporting**

The MAM associate will be coordinating on these services and deliverables with the Senior Associate – Knowledge Management at IIHS and will be working closely with the Information Technology (IT) and KM leadership.

### **Person Specification**

- A Bachelor and/or Master's degree in Computer Science, or Computer Applications, or Information Systems, or Library Science, with 3 to 5 years of work experience, including a minimum experience of 2 years in knowledge management solutions;
- Knowledge or hands-on experience with the deployment, administration and support of the Media Asset Management, Digital Asset Management and similar solutions;

- Knowledge and exposure to the functional domain areas of cloud infrastructure and IT infrastructure;
- Experience or exposure with large-scale digital data management would be an added advantage;
- Excellence in process compliance and detail orientation;
- Excellent verbal and written communication skills; the ability to communicate effectively at all levels of the Institution, including with the senior management;
- Ability to influence relevant the stakeholders for consistent usage of the MAM software;
- 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 is a contractual position for an initial term of 11 months, renewable on mutual consent. 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@iihs.co.in](mailto:hr@iihs.co.in) if you need any clarifications while filling the online application form.



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