

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 the upper right. The logo is set against a dark red rectangular background.

iihs[®]

INDIAN INSTITUTE FOR
HUMAN SETTLEMENTS

JOB DESCRIPTION

Manager – Information and Communication Technology (ICT)

About Us

The Indian Institute for Human Settlements (IIHS) is an interdisciplinary knowledge institution and distinct university, committed to the equitable, sustainable and efficient transformation of Indian settlements. It conducts an integrated programme of quality campus-based teaching and research, applied research/ practice-based work to deliver large-scale impact, training and lifelong learning for working professionals as well as blended learning. IIHS brings together theory and praxis around India-centric knowledge and applied research, while engaging with and drawing from knowledge across the globe.

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

About the Information and Communication Technology (ICT) Team

Our team is dedicated to developing cutting-edge solutions that address some of the most pressing challenges in sustainability. We are a multidisciplinary team working on projects that integrate AI/ML, renewable energy systems, smart grid technology, water management, waste reduction, e-mobility, and sustainable agriculture. Join us in our mission to create a more sustainable future through innovative technology.

Job Description

The Manager — ICT oversees the institution's end-to-end technology environment including the data centre, ensuring secure, reliable, and efficient ICT operations. This position manages network performance, system administration, cybersecurity, the Digital Asset Management System, and server environments both on-premises and Azure cloud platforms while ensuring day-to-day IT support, coordinating with vendors and internal teams, and driving continuous improvements to keep campus technology running smoothly and aligned with academic and administrative needs.

Activities and Tasks

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

- Maintaining detailed documentation of ICT infrastructure, layouts, configurations, and project updates;
- Fostering a culture of accountability and customer-focused service;
- Maintaining a strong cybersecurity posture through patching, monitoring, threat mitigation, and endpoint protection;
- Overseeing the network ecosystem, including LAN, WAN, Wi-Fi, VPN, and firewalls;
- Ensuring high availability, performance, and security of network services through proactive monitoring, and timely maintenance;
- Managing network configurations, including VLANs, ACLs, routing standards, and bandwidth utilisation;
- Managing the Digital Asset Management server and Data Center functionality;
- Coordinating with vendors for upgrades, AMC support, and technical troubleshooting;
- Managing the IT Helpdesk team, ensuring timely and effective resolution of incidents and service requests;
- Ensuring the smooth functioning of classroom AV systems, smart panels, printers, and shared IT infrastructure;
- Implementing and monitoring security controls such as firewalls, endpoint protection, email security, and identity governance;

- Participating in IT projects and deployments, offering hands-on technical execution and feedback on design decisions;
- Supporting cloud platform administration (Google Workspace / Microsoft 365), including user groups, security settings, and application policies;
- Maintaining and refining IT documentation, SOPs, FAQs, and internal knowledge bases for both IT and end-users;
- Supporting IT security initiatives, including patch compliance, endpoint protection monitoring, phishing incident handling, and security audit readiness;
- Monitoring network performance and assisting in basic network configuration, routing updates, VLANs, and security controls under guidance from the network team;
- Leading system maintenance and upgrade activities, ensuring minimal downtime and proper change management;
- Conducting periodic security audits and ensuring adherence to institutional policies;
- Managing incident response efforts, investigations, and corrective actions;
- 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 travelling on IIHS work within or outside the country as and when needed.

Structure and Reporting

The Manager — ICT will report to the Lead — ICT at IIHS, or to any other person designated by the Head —ICT and will be required to collaborate effectively with a diverse group of internal teams and external individuals/ organisations, and students.

Person Specification

The ideal candidate should have:

- A Bachelor's degree in IT, Computer Science, or a related field;
- 10+ years of progressive IT experience, including at least 2 years in a managerial/ supervisory role;
- Any of the following certifications - CCNA/CCNP, MCSE/MCSA, Azure Administrator (AZ-104), ITIL Foundation; this will be considered an advantage;
- Strong expertise in switching, routing, Wi-Fi controllers, network security, and monitoring tools;
- Solid troubleshooting abilities across hardware, software, network, and server layers;
- Hands-on experience with Windows Server, AD, Group Policy, DNS, DHCP;
- Working knowledge of virtualisation (VMware/Hyper-V);
- Strong proficiency in Azure cloud services, hybrid identity, and endpoint management;
- Familiarity with ITSM platforms (Freshservice or equivalent);
- Excellent communication skills, analytical abilities, interpersonal skills;
- Excellent problem-solving skills and attention to detail;
- The ability to learn quickly and adapt to new technologies;
- Strong time-management, multitasking, and team-management capabilities;
- Experience in vendor coordination, contract handling, and providing operational support for various IT Infrastructure projects at the campus.

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 Bangaluru 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 if you need any clarifications while filling the online application form.



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