



Aspire. Achieve. Be the Change



The Akanksha Foundation is a non-profit organization with a mission to provide children from low-income communities with a high-quality education, enabling them to maximize their potential and transform their lives. Akanksha works primarily in the field of education, addressing formal education by initiating school reform through its School Project. Currently, Akanksha reaches out to the 8000 children and 2000 alumni through its 21 schools in Mumbai and Pune.

Job Description

Position:	Assistant Manager, Technology
Function/Team:	Technology
Location:	Mumbai/Pune
Compensation:	Based on skill sets, experience and sector standards
Reports to:	Senior Manager, Technology

Position Summary:

As Assistant Manager Technology, you will be responsible for ensuring that business processes across the schools and central offices of Akanksha are automated. You will analyse the requirements of teams and users and liaise with 3rd party vendors to deliver solutions that meet these requirements. In cases where solutions can be developed in house, you will be responsible to develop, debug, test and deliver web applications. You will coordinate, assist and train others in the use of the automated IT solutions and support the smooth delivery of technology services at Akanksha.

Overview of the Team:

The Technology team at Akanksha will be responsible for providing strategic direction and determining and implementing systems to meet the technology needs of all teams at Akanksha. The team will have the overall responsibility for managing the deployment, development, monitoring, maintenance, upgrading and support of Akanksha's IT systems, including technology implementations, Information and Communications Technology, hardware and software solutions for all teams at Akanksha.

What your role will entail:

- Analyse and document business processes for various users and teams across Akanksha schools and central offices
- Prepare process flow documents, software requirements specification, RFPs and other documentation for IT projects and associated efforts
- Identify multiple tech solutions/products to address challenges and prepare a comparative analysis to determine the most effective solutions
- Liaise with 3rd party vendors and users to ensure delivery of IT hardware, software and services to meet the needs of users, teams & org and ensure delivered products meets functional and non-functional (quality) requirements
- Develop, debug, test and maintain web applications to meet the needs of the org
- Ensure business and functional requirements are properly configured in ERP (NetSuite).
- Configure ERP (NetSuite) to align to Company use of user forms, fields and custom records to manage unique business process requirements.
- Developing, planning and managing ERP (NetSuite) user acceptance testing.
- Fulfill end user requests for new searches, reports, KPI's, dashboards on ERP (Netsuite).
- Conduct trainings for teams and users on usage of software solutions and systems
- Create guides, manuals, license agreements, change logs, etc. for IT systems
- Identify and implement the latest software technologies/frameworks and best practices to give the best-in-class user experience for all software applications
- Liaise regularly with team heads and system users

Knowledge/Skills/Competencies:

- Excellent programming skills
- Excellent critical thinking and problem solving skills
- Strong systems thinking and a continuous learning mindset
- Excellent written and verbal communication skills
- Experience in capturing user and software specifications through SRS and RFP documentation
- Experience of entire software development life cycle
- Strong project management skills and ability to pay attention to detail
- Team management skills and ability to coordinate with different functional teams
- Knowledge of web/cloud based technologies
- Ability to train teams in usage of Technology and deliver a high quality user experience
- Excellent documentation and presentation skills with proficiency in using Microsoft Office Suite and Google Documents

Education and Experience:

- MS/MTech/ME/MCA/MCS/BS/BTech/BE/BCA/BCS or equivalent
- 3 - 5 years of relevant work experience in IT
- Experience on Netsuite or Salesforce will be preferred but not essential