**JOB DESCRIPTION – IT HEAD**

**Job Summary**

We are seeking an experienced and visionary **IT Head** to lead our Information Technology function across multiple office locations. The role involves overseeing **network & hardware management, IT infrastructure & support services, in-house software development, IT security, and strategic technology planning** to ensure smooth business operations and digital transformation.

**Key Responsibilities**

**1. IT Infrastructure & Network Management**

* Oversee the design, implementation, and maintenance of IT infrastructure across all company offices.
* Manage network systems, servers, firewalls, routers, switches, storage devices, and endpoint hardware.
* Ensure uptime, scalability, and business continuity through effective disaster recovery and backup strategies.
* Monitor system performance and proactively resolve issues.

**2. ERP Management**

* Administer SAP GUI, including user ID management, authorization, and routine operations
* Maintain SAP parameters and support daily/monthly ERP activities
* Coordinate between SAP partners, BPOs, and internal users
* Administer other software systems such as Highrise, Compu Office, GO4GST, etc.

**3. Mail Services and Website Management**

* Manage all organizational domains and websites
* Administer mail services across all domains.
* Oversee renewals and payments for domains, mail hosting, and related services.

**4. IT Support & Operations**

* Lead the IT support team to ensure seamless troubleshooting and resolution of user issues across locations.
* Implement helpdesk processes and service-level agreements (SLAs).
* Provide training and awareness to staff for efficient use of IT resources.

**3. In-House Software Development**

* Oversee development and maintenance of custom in-house software applications tailored to business needs.
* Collaborate with stakeholders to understand requirements, design solutions, and manage the software development lifecycle (SDLC).
* Ensure integration with third-party tools, ERP systems, and CRM platforms.

**4. IT Security & Compliance**

* Implement robust cybersecurity measures across networks and applications.
* Ensure data security, access controls, and compliance with legal & regulatory requirements (such as IT Act, GDPR, etc.).
* Regularly conduct audits, risk assessments, and vulnerability checks.

**5. Leadership & Strategy**

* Define IT strategy aligned with business objectives and future growth.
* Manage IT budgets, vendor relationships, procurement of hardware/software, and license compliance.
* Lead, mentor, and develop IT team members across various locations.
* Stay updated with emerging technologies and recommend innovative solutions.

**Key Skills & Competencies**

* Strong expertise in **network management, server administration, and IT infrastructure**.
* Proven experience in **software development management** (preferably full-stack or ERP/CRM customization).
* Excellent problem-solving, analytical, and decision-making skills.
* Knowledge of **cybersecurity frameworks** and **compliance standards**.
* Ability to lead multi-location IT operations with strong stakeholder management.

**Qualifications & Experience**

* Bachelor’s or Master’s degree in Information Technology, Computer Science, or related field.
* 10+ years of progressive IT leadership experience, including at least 3–5 years in a Head/Manager role.
* Experience in managing **large-scale IT infrastructure and in-house software development projects**.
* Certifications such as **CCNA, MCSE, PMP, ITIL, CISSP** will be preferred.