

**National Initiative for Skill Integrated Higher Education (NISHE)**

**Job Chart for the position of Manager (IT and MIS)**

**About [CRISP](#)**

Centre for Research in Schemes and Policies (CRISP) is an organization set up by a group of civil servants and those in public service with more than three decades of experience. CRISP aims to give back to society by helping governments design, redesign, and implement better schemes and policies. The organization works with central and state governments, CSR funds, and large NGOs with sizable impact. The organization's mission is to enable implementation of government policies focusing on SDGs 1, 2, 3, 4, 5 and 16. With an unparalleled background in dealing with on-ground issues and an extensive network of bureaucrats, the CRISP team is best positioned to quickly and iteratively implement systemic programs such as the AEDP in higher education.

**About [NISHE](#) Project**

The National Initiative for Skill Integrated Higher Education (NISHE) addresses India's graduate unemployability crisis, costing \$150 billion annually. Despite government investments of Rs. 1 lakh crore per year in higher education, the system produces 5 million unemployed graduates yearly due to a lack of industry-relevant skills. Inspired by successful pilots in Telangana and Uttar Pradesh, NISHE integrates skill training and apprenticeships into general education, aligning it with industry needs. Over three years, it aims to impact 1,00,000 students across ten states and 11 sectors, creating job-ready graduates and leveraging India's demographic dividend for economic growth. Currently, NISHE is being implemented in Andhra Pradesh, Karnataka, Maharashtra, Madhya Pradesh, Rajasthan, Telangana and Uttar Pradesh.

**About the Role**

The **MIS (Management Information Systems) & IT Manager** is responsible for overseeing the organization's information systems and IT infrastructure. This role involves managing the development, implementation, and maintenance of IT systems, ensuring the security and integrity

of data, and supporting the organization's overall technology strategy. The MIS & IT Manager will work closely with various verticals to ensure IT services are aligned with organization needs and objectives.

## **Key Responsibilities**

### **1. Information Systems Management:**

- Oversee the development, implementation, and maintenance of MIS systems.
- Ensure systems are integrated, secure, and efficiently support business operations.
- Evaluate and recommend software and hardware solutions to meet organizational needs.

### **2. IT Infrastructure Management:**

- Manage the IT infrastructure, including servers, networks, cloud services (Google & Microsoft), email server administration, and databases.
- Ensure high availability, scalability, and security of IT systems.
- Plan and implement upgrades and improvements to IT infrastructure.

### **3. Data Security and Compliance:**

- Develop and enforce IT security policies and procedures.
- Ensure compliance with relevant regulations and standards (e.g., GDPR, HIPAA).
- Conduct regular security audits and risk assessments.
- Maintenance of data backup of the systems used by all the employees.

### **4. Project Management:**

- Lead IT projects of various verticals from initiation to completion, ensuring they are delivered on time and within budget.
- Coordinate with stakeholders to gather requirements and define project scope.
- Monitor project progress and address any issues that arise.
- Report the progress of projects undertaken by various state teams to higher authorities from time to time.

### **5. Team Leadership:**

- Coordinate with the IT team which provides the IT support to CRISP.
- Facilitate annual performance evaluations for all the employees and identify training and development needs.

## **6. Technical Support:**

- Provide technical support and troubleshooting assistance to end-users.
- Develop and maintain documentation for IT procedures and systems.

## **7. Vendor Management:**

- Manage relationships with external IT vendors and service providers.
- Negotiate contracts and ensure service level agreements (SLAs) are met.
- Evaluate vendor performance and make recommendations for improvement.
- Ensure timely release of payments to the online/cloud IT services used by CRISP.

## **8. Strategic Planning:**

- Contribute to the development of the IT strategy and roadmap.
- Stay updated with industry trends and emerging technologies.
- Identify opportunities for innovation and process improvements.
- Report to the Team Lead and National Lead about the progress of the project concerned to them.

## **Required Qualifications**

- Bachelor's degree in Information Technology, Computer Science, Management Information Systems, or a related field.
- Minimum of 5-7 years of experience in IT management or a similar role.
- Proven experience in software development using latest languages and with IT infrastructure maintenance, network management and systems administration.
- Experience in utilization of various latest software tools.
- Experience in imparting IT training.
- Experience with project management and leading IT initiatives.
- Strong technical knowledge of IT systems, networks, and databases.
- Excellent problem-solving and analytical skills.
- Strong leadership and team management abilities.
- Effective communication and interpersonal skills.
- Ability to manage multiple projects and priorities simultaneously.

**Working Conditions**

- Full-time position with occasional evening or weekend work to meet deadlines or resolve issues.
- May require on-call availability for emergency situations.

**Location**

- Hyderabad.

**Remuneration and Benefits**

- Remuneration will be competitive.
- Work with esteemed retired Civil Servants.
- Lifelong learning opportunities.
- Great work-life balance.

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