



Job Description – IT Administrator

Job Title : College IT Administrator / IT

Services

Job Type : Full - Time

Job Location : Jai Hind College, Mumbai

Department : IT Operations

Scope of Work :

The College IT Administrator is responsible for the day-to-day administration, maintenance, and support of the college's information technology systems, computer laboratories, end-user devices, network services, and related digital resources. This role ensures smooth and secure routine IT operations across academic and administrative functions while working under the guidance of the IT Head and in coordination with faculty, office staff, students, and external vendors.

Key Responsibilities:

I] IT Infrastructure Support & Support to Stakeholders:

- Provide first-level and second-level IT support for faculty, staff, students, and administrative offices in relation to desktops, laptops, printers, projectors, software, and campus IT services.
- Administer and maintain computer labs, classroom systems, user accounts, shared systems, and routine software installations, updates, and troubleshooting.
- Assist in monitoring the college network, internet connectivity, Wi-Fi access, antivirus status, system health, and basic security compliance.
- Coordinate routine backups, basic recovery procedures, hardware servicing, preventive maintenance, and vendor follow-up for annual maintenance or support requirements.
- Escalate infrastructure-level issues, policy matters, procurement needs, and major technical risks to the IT Head
- Understand client needs, provide updates, and offer training
- Be responsible for maintaining, expanding, and scaling our site
- Maintain good rapport with internal & external Stakeholders, maintaining a calm demeanour to resolve any Customer queries



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II] Data Management, Documentation & Reporting:

- Maintain records of IT assets, service requests, software licenses, configurations, and support activities for institutional reference and audit readiness
- Maintain comprehensive documentation for database architecture, processes, and configurations
- Produce regular reports on database performance, availability, and usage metrics
- Present technical updates and recommendations to senior management

III] Digital Platform Implementation & Support:

- Support the implementation and smooth functioning of institutional digital platforms such as ERP, LMS, email, online examination support systems, and related academic technologies, as assigned.

Preferred Qualifications :

- Bachelor's degree in computer science, Information Technology, or a related field with any Microsoft Network / Administration Certifications

Required Skills and Competencies:

- Working knowledge of desktop support, operating systems, office productivity software, hardware troubleshooting, and user support processes.
- Familiarity with campus networking, Wi-Fi management, device configuration, data backup practices, and endpoint security controls.
- Ability to maintain documentation, coordinate with vendors, and support academic and administrative users in a service-oriented manner.
- Good communication skills, reliability, discretion with institutional data, and the ability to work within defined reporting structures.
- Certification in any of the above Skill sets listed will be preferred