



About Peepul

Peepul is an education-focused non-profit. Our work is aimed at transforming children's lives through quality education. Formerly known as **Ark India**, we have been in India since 2010, and have partnered with government and non-government agencies to execute high-impact education programmes, focused on raising the standard of education in government schools. Our mission is to provide a high-quality education that helps every child achieve their potential.

We started supporting our first school in July 2015 in Lajpat Nagar III, South Delhi, in partnership with the South Delhi Municipal Corporation (SDMC), which runs 581 primary schools. We began with only 9 students enrolled in the government school across KG and Grade 1. Through our interventions and focus on quality, we dramatically increased enrolment over a two-year period to over 450 students. In addition to enrolment, we have seen 95% retention rates, 78% attendance rate, and strong attainment in learning outcomes with 76% of our pupils meeting or exceeding grade-level expectations.

The success of this school enabled us to start supporting two more schools in July 2017, in Amar Colony and Jeevan Nagar. We now directly impact over 800 students across our schools' network. In addition to this, we are partnering with the SDMC to conduct an in-service teacher training programme working with 450 SDMC teachers across 105 schools to build their skills in the classroom, thereby indirectly impacting ~16,000 students.

Our aim is to create systemic impact and develop a replicable set of practices codified as "The Peepul Way" that can be adopted by government systems to improve classroom practice. As we continue to grow this year, we are broadening our reach to additional states and Corporations with the aim of working with 150 schools, 1,000 teachers and 24,000 students in 2019.

Website: <http://peepulindia.org/>

Job Description: IT Support Associate

Reports to: Finance Manager

Location: New Delhi, India

Start date: March 2019

Salary: Rs. 15,000 - 25,000 commensurate with experience

Contract length: 6 months initially – potential for extension as per project requirements and performance.

We are looking for an IT Support Associate, who will carry out all duties related to computer operations, computer repair, troubleshooting network issues, user and desktop support (hardware and software), helpdesk, and data management.

Key Responsibilities:

- Provides technical support in the use of personal computer hardware, software.
- Sets up and configures desktop computers, peripherals and accounts.

- Installs software and installs and repairs hardware and peripherals.
- Tests and troubleshoot programs.
- Troubleshoots, diagnoses problems, implements corrective action procedures and/or escalates to other technical resources as appropriate.
- Serves as technical resource to office and three schools.
- Administers user accounts and emails.
- Designs and produces reports for management.
- Researches and recommends system equipment upgrades and new system procurement.
- Troubleshoots, repairs and maintenance for computer equipment (e.g. microcomputers, disk drives, and printers) tests personal computers and peripherals on a network to diagnose, hardware versus software problems.
- Acts as a customer liaison for the computing operation, communicating, resolving, and/or initiating the resolution of problems and concerns.
- Works with hardware and software vendors to resolve equipment failures/problems.
- Assists with technical inputs for all Peepul projects.
- Prepare monthly operational reports.
- Peepul website management.
- Manual data backup for office and senior management team.

Qualification and Experience:

- Bachelor's degree in IT or similar field.
- One to two years of related experience in handling the IT Support in the development or other sector.

Skills:

- Knowledge of a variety of hardware, software, programming languages, and operation systems. Basic knowledge of network protocols and some experience with computer applications and operating systems. May be tested on appropriate computer skills as require.
- Demonstrated ability to build excellent relationships with people to maintain a healthy, safe, and fun work environment.
- Strong written and verbal communication.
- Giving close attention to details and demonstrated ability to handle sensitive or confidential information.
- Motivated to learn rapidly and is naturally proactive (happy to learn new technologies).
- Takes ownership and pride over the quality of work as an individual and team member.

Personal Attributes:

- Strong alignment with Peepul's mission of providing quality education and building stronger education ecosystems in India.
- Ability to negotiate and achieve consensus with key stakeholders.

- Self-starter who will thrive in a start-up setting by taking ownership and initiative.
- Ability to work effectively with colleagues based in different geographies and time zones.
- Openness to listen, learn and contribute beyond the confines of this role.
- Hard working, detail orientated, tenacious and systematic.
- Enthusiastic to do whatever it takes willing to take personal accountability for delivery.
- Enjoys working under pressure: flexible, highly organized and able to prioritize work to meet deadlines.

Recruitment Process

Application Process

To apply, please send a copy of your resume to piyali.paul@arkonline.org, **ensuring you specify the role you are applying for in the subject line of the e-mail.**

Selection

The selection process will involve written tests/assignments and interviews with the senior management of the organization.

Reference checking & Probation

As you will be working with children this role will be subject to enhanced background checks. Additionally, all new staff will be subject to a probation period of two months.