

# JOB DESCRIPTION

## Assistant Manager | Manager – IT

### ROLE OVERVIEW

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|----------------------------|--|
| <b>Role Title</b>          | Assistant Manager – IT / Manager – IT        |
| <b>Department</b>          | Information Technology                       |
| <b>Organisation</b>        | NICDC Logistics Data Services (NLDS)         |
| <b>Location</b>            | New Delhi                                    |
| <b>Experience Required</b> | 5 – 8 Years (IT Infrastructure, Cloud & IAM) |
| <b>Employment Type</b>     | Full-Time   On-Site                          |
| <b>Reporting To</b>        | Head – IT                                    |

### ABOUT THE ROLE

We are looking for a seasoned IT professional to join NICDC Logistics Data Services (NLDS) as an Assistant Manager – IT or Manager – IT. The incumbent will be responsible for architecting and administering enterprise-level cloud infrastructure, managing identity & access management (IAM) solutions, and ensuring the security, compliance, and operational continuity of mission-critical government platforms including e-Office, GeM Portal, and the ULIP/LDB ecosystem. This role bridges technical execution with strategic governance, requiring a professional who can lead teams, liaise with vendors, and deliver measurable outcomes in a fast-paced government logistics environment.

### KEY RESPONSIBILITIES

#### Identity & Access Management (IAM)

- Architect and administer Microsoft Entra ID (Azure AD) for enterprise-wide SSO using SAML, OAuth 2.0, and OpenID Connect across 50+ SaaS and on-premises applications.
- Design and enforce Zero Trust security frameworks incorporating MFA, Conditional Access policies, and risk-based authentication controls.
- Manage full digital identity lifecycle including automated user provisioning/deprovisioning, periodic access reviews, and RBAC enforcement across 300+ accounts.
- Diagnose and resolve complex authentication, federation, and authorisation issues by analysing Entra ID sign-in and audit logs.

#### Azure Cloud Infrastructure

- Provision and manage Azure resources including VMs, App Services, Azure SQL Databases, Virtual Networks, NSGs, Azure Firewall, VPN/ExpressRoute, Bastion, and Storage Accounts.
- Implement CI/CD pipelines via Azure DevOps for automated, repeatable deployments from staging to production environments.
- Design and test disaster recovery strategies across Azure regions using Azure Backup to achieve defined RTO/RPO SLAs.

- Manage secrets and credentials securely via Azure Key Vault; enforce access control using Azure AD RBAC.
- Utilise Azure Monitor, Log Analytics, and Performance Monitor for proactive health checks, alerting, and incident response.

### Endpoint & Device Management

- Administer Microsoft Intune (MDM/MAM) for endpoint management across 200+ devices – Windows, macOS, iOS, and Android – including app deployment, compliance policies, and automated OS deployments.
- Configure and enforce DLP policies (Zecurion / Microsoft Purview) to prevent data leakage across managed endpoints.
- Manage EPM (Endpoint Privilege Management) to enforce least-privilege access on all corporate devices.

### Government Platform Administration

- Administer mission-critical government platforms: e-Office, GeM (Government e-Marketplace) Portal, and NICS1 servers, ensuring 99.9% uptime and full regulatory compliance.
- Act as technical liaison between internal teams and external vendors; manage API integrations.
- Streamline procurement and document workflows via GeM and e-Office, reducing processing time and improving governance transparency.

### Server & Virtualisation Infrastructure

- Manage Windows Server 2022 and Linux (RedHat/Ubuntu) environments including Active Directory, Group Policy, DNS, DHCP, IIS, and file services.
- Build and maintain Hyper-V and VMware virtualisation infrastructure with live migration, guest clustering, and failover clustering for business continuity.
- Configure and manage Veeam Backup and snapshot strategies to meet RPO/RTO requirements.

### Security, Compliance & Governance

- Lead and sustain ISO 9001:2015 QMS and ISO 27001 ISMS certifications; deliver end-to-end documentation, process mapping, and audit readiness.
- Enforce IT security policies including infrastructure hardening, antivirus management, and DLP monitoring to protect sensitive government data.
- Conduct periodic vulnerability assessments and access reviews; present risk reports to senior leadership.

### Team Leadership & Stakeholder Management

- Mentor and upskill IT team members on cloud, security, and operational best practices; drive team efficiency improvements.
- Manage and resolve 400–600+ IT support tickets per month, maintaining 95%+ customer satisfaction scores.
- Coordinate with cross-functional stakeholders including Finance, Operations, Legal, and external technology partners.

## REQUIRED TECHNICAL SKILLS

| Domain               | Technologies & Tools  |
|----------------------|---|
| Identity & IAM       | Microsoft Entra ID (Azure AD), SSO (SAML, OAuth 2.0, OIDC), MFA, Conditional Access, Zero Trust, RBAC   |
| Azure Cloud          | VMs, App Services, Azure SQL, VNet, NSGs, Firewall, VPN, ExpressRoute, Bastion, Key Vault, Storage, Azure Monitor, Log Analytics, Azure DevOps, CI/CD |
| AWS                  | EC2, ELB, S3, Lambda, IAM   |
| Endpoint Management  | Microsoft Intune (MDM/MAM), Windows/macOS/iOS/Android, EPM, DLP (Zecurion/Purview)  |
| Virtualisation       | Hyper-V, VMware, Failover Clustering, Live Migration  |
| OS & Servers         | Windows Server 2022, Linux (RedHat/Ubuntu), macOS, IIS, Veeam Backup  |
| Networking           | TCP/IP, DHCP, VLAN, Firewall Config, VNet Peering, Load Balancer  |
| M365 & Collaboration | O365 Admin, Exchange Online, Teams, SharePoint  |
| Government Platforms | e-Office, GeM Portal, NICSI Server, eForms, Zoho, ULIP/LDB  |
| Dev / Integration    | Core Java, REST API Integration, Ticketing Tools  |

## QUALIFICATIONS & EXPERIENCE

- Bachelor's degree in Computer Science, Information Technology, Electrical/Electronics Engineering, or a related field.
- 5 – 8 years of progressive experience in IT infrastructure, cloud administration, and enterprise security.
- Demonstrated expertise in Microsoft Entra ID, Azure infrastructure, and enterprise IAM solutions.
- Hands-on experience leading ISO 9001:2015 QMS and/or ISO 27001 ISMS certification processes.
- Experience managing government or regulated-sector IT environments is highly desirable.
- Proven ability to manage and mentor cross-functional IT teams.

## PREFERRED CERTIFICATIONS

- Microsoft Certified: Azure Administrator Associate (AZ-104)
- Microsoft Certified: Identity and Access Administrator Associate (SC-300)
- Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC-900)
- ISO 27001 Lead Implementer / Auditor
- CompTIA Security+ or equivalent security certification

## KEY COMPETENCIES

- Zero Trust Security Architecture & Implementation
- Enterprise Identity & Access Governance
- Cloud Infrastructure Design & Operations (Azure / AWS)
- ISO Compliance, Audit Readiness & Documentation
- Vendor & Stakeholder Management
- Team Leadership, Mentoring & Knowledge Transfer
- Incident Response & Problem Resolution

- Process Improvement & Operational Efficiency

## **KEY PERFORMANCE INDICATORS (KPIs)**

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- Server and platform uptime maintained at 99.9% or above.
- Zero critical security incidents attributable to identity misconfigurations or access policy gaps.
- Monthly ticket resolution rate maintained at 95%+ customer satisfaction score.
- Successful completion of ISO 9001 / ISO 27001 surveillance audits with zero major non-conformities.
- All onboarding/offboarding access reviews completed within defined SLA timelines.

## **WORK ENVIRONMENT & BENEFITS**

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- Government-sector environment with exposure to national logistics and digital governance platforms.
- Collaborative team culture with continuous learning opportunities.
- Sponsorship for relevant Microsoft and ISO certifications.
- Competitive compensation aligned with government pay scale / equivalent market standards.