

ABOUT SNEHA

SNEHA (Society for Nutrition, Education and Health Action) is a Mumbai-based non-profit organization dedicated to improving the health, nutrition, and safety of women and children living in vulnerable urban informal settlements. Our mission is to empower urban women and children through integrated health and nutrition programs, education, and advocacy.

We work through a dual approach—engaging both care seekers and care providers. At the community level, we empower women and families to become agents of change, while simultaneously collaborating with public health and safety systems to drive sustainable improvements in urban health outcomes.

SNEHA's key programs include:

Maternal and Child Health
Empowerment, Health and Sexuality of Adolescent
Prevention of Violence against Women and Children
Public System Partnership
SNEHA Shakti
Palliative Care
Livelihood Generation

Between 2016 and 2025, SNEHA directly reached over 620,555 women, children, and healthcare workers, and indirectly impacted a population of over 3.63 million across seven municipal corporations and three municipal councils in the Mumbai Metropolitan Region (MMR).

Today, SNEHA is a 500+ member organization with deep grassroots presence and a strong track record of reducing maternal and neonatal mortality, child malnutrition, adolescent anemia, and gender-based violence—key determinants of health equity for families and communities.

ABOUT THE DOMAIN

SNEHA aims to establish an evidence-base for models of urban health intervention that can be scaled and replicated by the government and other NGOs. One of the ways of achieving this is by evaluating the impact of interventions according to the stated objectives of the program, and by designing strong and efficient data management and visualization systems which help monitor the intervention.

SNEHA's Information Management (IM) domain plays an integral role in this process, and aims to:

- ✓ To design and implement Business Intelligence system to enable data-driven decisions
- ✓ To strengthen IT infrastructure for data security and smooth functioning of routine tasks
- ✓ To design and develop technology-based initiatives to aid implementation of programs and domains processes

"WHAT'S IN IT FOR ME" (WIIFM) - AT SNEHA

At SNEHA, our fundamental belief is that prioritizing people is key, demonstrating our strong dedication to nurturing a supportive and growth-driven atmosphere. We uphold an open-door policy that champions transparency and open dialogue. We actively invite employees to voice their ideas, feedback, and concerns, fostering a culture where innovation and teamwork can flourish.

If you value excellence and are passionate about nurturing individuals, SNEHA is the perfect place for you!!

For detailed Information visit our website: www.snehamumbai.org and follow us on:

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PROFILE SNAPSHOT

Designation: Associate Director - Information Management.

- Role:** We are looking for a professional with experience in the Information Technology industry who can support the implementation of SNEHA's technology roadmap, aligning with the organization's mission and programmatic goals. The candidate will be responsible for managing technology solutions and data systems that enable efficient service delivery and impact measurement. With a strong grounding in data management and systems integration, the ideal candidate will be adept at translating organizational needs into effective technology solutions. Familiarity with development sector operations will be valuable in understanding the specific context and needs of end users and stakeholders.
- Educational Requirement:** B.Tech/MSc; M.Tech desirable
- Experience:** 8-10 yrs years in the IT/Data industry
- Location:** Santacruz, Mumbai
- Reports to:** Chief Executive Officer with a dotted line reporting to Fractional Chief Technology Officer (FCTO)
- Apply:** Applications are to be sent via email to diksha.bisht@snehamumbai.org with the Subject line: "Associate Director- IM"

COMPREHENSIVE OVERVIEW OF THE POSITION

CORE RESPONSIBILITIES

1. STRATEGIC TECHNOLOGY PLANNING & PROCESS IMPROVEMENT

- Collaborate with program and domain teams to understand operational workflows and proactively identify areas where technology can improve efficiency and data-driven decision-making.
 - Support the implementation of technology solutions aligned with organizational priorities and defined roadmaps.
 - Work with the senior leadership to translate strategic goals into executable plans, including tools and process improvements.
 - Assist in documenting, mapping, and streamlining key business processes to support digital transformation initiatives.
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2. DATA & MONITORING ENABLEMENT

- Work closely with the Monitoring and Evaluation (M&E) team to support the effective use of data for program insights and decision-making.
 - Assist in the implementation and maintenance of information systems that enhance data collection, visualization, and reporting across projects.
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3. IT INFRASTRUCTURE & TECHNOLOGY DEPLOYMENT

- Support the maintenance and improvement of existing IT infrastructure across SNEHA locations.
 - Assist in evaluating hardware, software, and network requirements to ensure smooth deployment and functioning of applications.
 - Monitor availability of devices, connectivity, and system access for staff, and escalate requirements to senior leadership for planning and budgeting.
 - Maintain documentation related to IT assets, licenses, and support contracts
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4. TECHNOLOGY PARTNER MANAGEMENT

- Support identification and coordination with vendors and partners for technology development and implementation.
 - Support the evaluation and coordination of technology partners, and assist in managing contracts and deliverables within defined cost, time, and quality parameters.
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5. CHANGE MANAGEMENT & CAPACITY BUILDING

- Facilitate and communicate the need, progress, and benefits of automation to build user ownership and inspire engagement in implementation.
 - Build internal team capacity on technological tools and processes.
 - Assist in monitoring IT operations and suggest improvements to enhance usability and efficiency.
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6. ARTIFICIAL INTELLIGENCE

- Automated workflows with AI and predictive analytics to improve efficiency
 - Enabled scalable, data-driven decisions through AI-led digital transformation
 - Applied ML and NLP for predictive insights and data analysis.
 - Strengthened monitoring with AI-driven anomaly detection and dashboards.
 - Optimized IT systems using AI tools, cloud services, and chatbot.
 - Built organizational AI literacy while promoting ethical, inclusive adoption.
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7. CYBERSECURITY & DATA PRIVACY RESPONSIBILITIES

- **Data protection & compliance:** ensuring confidentiality of sensitive beneficiary and health data, and compliance with applicable data privacy regulations (e.g., DPDP Act, GDPR).
- **Cyber risk management:** conducting risk assessments, managing vulnerabilities, and ensuring business continuity through disaster recovery planning.
- **Incident response readiness:** defining processes for detecting, reporting, and responding to security incidents to minimize impact.

CRITICAL TRAITS

- **Business Acumen:** Ability to understand end-user challenges, evaluate technology solutions within budget, analyze costs, and compare service providers.
- **Professional Expertise:** In-depth knowledge of technology applications, data management, security, storage systems, networking, sector-specific emerging technologies, and capacity building.
- **Trust and Integrity:** Demonstrates the highest standards of integrity in all internal and external interactions.
- **Organizational Skills:** Strong time management, efficiency, and ability to prioritize competing demands.
- **Agility & Flexibility:** Capable of managing multiple projects, meeting tight deadlines, and navigating ambiguity.
- **Diversity Sensitivity:** Comfortable working with diverse populations and sensitive to issues in Health, Nutrition, and Violence.

BEHAVIORAL COMPETENCIES

- **Coaching and Mentoring:** Ability to develop and manage team members across levels and facilitate user adoption of technology solutions through collaboration.
- **Communication Skills:** High emotional intelligence, relationship-building, and ability to manage diverse perspectives effectively.
- **Influencing:** Ability to persuasively communicate what benefits the organization and the communities it serves.
- **Proactiveness:** Demonstrates a forward-thinking approach by anticipating technological needs and risks, taking initiative, and implementing timely solutions to enhance system efficiency and organizational readiness.
- **Collaborative & Supportive Mindset:** Works well in a team-oriented environment, offering help and encouraging peers.
- **Adaptability & Prioritization:** Thrives in a dynamic environment, managing multiple tasks and shifting priorities effectively.
- **Systems Thinking & Innovation Orientation:** Understands the bigger picture and thinks strategically about data architecture and workflows.

“Come and be a catalyst for innovation and positive change—apply today to shape the future with us!”