

Organization	National Institute of Urban Affairs (NIUA)
Position	IT Associate
Project Name	Administration
Duty Station	New Delhi

About the National Institute of Urban Affairs (NIUA):

Established in 1976, the National Institute of Urban Affairs (NIUA) is a premier institute of the Ministry of Housing and Urban Affairs, Government of India, for research and capacity building for the urban sector in India. NIUA's broad objective is to bridge the gap between research and practice on issues related to urbanization. For more than 40 years now, NIUA has been the vanguard for contributing to and building the urban narrative for a fast evolving urban India. The Institute has been actively working on bringing forth key areas of concern for urban India in order to build the urban discourse at various urban scales. It has utilized its competencies in research, knowledge management, policy advocacy and capacity building to address urban challenges and continuously striving to develop sustainable, inclusive and productive urban ecosystems in the country. It has emerged as a thought leader and knowledge hub for urban development in India and is sought after by both Indian and international organizations for collaborations and partnerships in India's urban transforming journey. NIUA is committed towards aligning its efforts towards achieving Sustainable Development Goals (SDGs) through all its initiatives and programmes.

Objective of this position:

NIUA is seeking an experienced IT Associate who has the technological skills to analyze current systems and assets, recommend and implement solutions and upgrades, and provide training. The IT Associate will have an immediate impact on the day-to-day efficiency of NIUA operations and a long-term impact on the overall growth.

Roles & Responsibilities:

1. Assist in maintaining essential IT infrastructure, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, and hardware
2. Provide technical support to employees and resolve IT-related issues.
3. Assist in monitoring system performance, troubleshoot errors, and optimize workflows.
4. Install, configure, and maintain computer systems, peripherals, and software applications while ensuring proper documentation.
5. Manage network security, firewalls, and data backup solutions.
6. Assist in handling systems administration
7. Assist in analyzing the processes, technologies, and vendors continually to find areas for improvement
8. Ensure network components work together seamlessly to meet business needs, using their full range of capabilities, and stay informed about new features and competitor solutions

9. Develop and execute disaster planning and maintain data backups
10. Assist in IT policy implementation and compliance monitoring.
11. Assist in coordinating with vendors and service providers for IT-related purchases and maintenance.
12. Assist in conducting IT training sessions for employees on security best practices and new technologies.
13. Document IT processes, troubleshooting steps, and system configurations.
14. Assist in tracking and maintaining hardware and software inventory

Qualifications:

Bachelor' Degree in Computer Science/IT/Program or related field

Experience:

1. Minimum 3+ years' experience in information technology management and system administration
2. Comprehensive understanding of network architecture and client/server technology
3. Demonstrated proficiency in managing and troubleshooting Windows and MacOS operating systems, including software installation, configuration, and maintenance in a professional environment.
4. Strong working knowledge of computer hardware components, network protocols, and common peripherals, with proven ability to diagnose and resolve technical issues effectively.
5. Expertise in implementing, configuring, and testing IT solutions
6. Strong problem solving and communication skills required

Last date of Application: 13 November 2025