

JOB DESCRIPTION

Position Title	Technology Manager
Department/ Function	Strategy & Technical Expertise
Band	Manager
Location	Delhi
Travel	Up to 30%
Direct Reporting to	Director - Strategy & Technical Expertise
Salary Range	8-10 LPA
Reportees	May include Coordinator

About: Miracle Foundation India

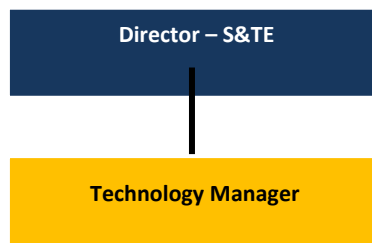
Miracle Foundation India works with a vision of a family for every child in our lifetime. The organization has emerged as an industry leader in family strengthening (FS) and family-based alternative care (F-BAC), helping to reintegrate children with families, and working at the local level to prevent child separation from family.

In order to achieve this, Miracle Foundation India focuses on the following three program objectives:

1. **Prevention & Gatekeeping** – children stay in families through effective gatekeeping by the social workforce
2. **Transition** – transition children from institutions to families /F-BAC options through support to Government
3. **Youth Enablement** – enable youth and care leavers to live a meaningful and productive life

The inherent approach of Miracle India's work has been about capacity building, strengthening the existing systems to support the Government and civil society organizations in strengthening FS and F-BAC in keeping with the vision of the Juvenile Justice (Care & Protection) of Children Act 2015.

Miracle Foundation India is a Section 25 NGO which is responsible for executing all programs in India and is associated with Miracle Foundation global organization which is registered in the US as a 501(c)(3) non-profit.

Organization Chart

Key Purpose of the Role

The position will be like a specialist, providing leadership in steering technology processes – automation, technology platforms, applications at Miracle Foundation India. The position is responsible for representing Miracle Foundation, showcasing its expertise through leveraging technology at partnership & collaboration platforms and for providing requisite support to the Director S&TE

Key Roles & Responsibilities
Product Management – Leading Role

- The position will steer across the organization process automation aimed at enhancing productivity and performance
- Manage the product development lifecycle, from inception through launch
- Oversee roadmap execution; maintain relationship, work with internal stakeholders, external developers, vendors, partners, and cross-functional teams to meet deliverables and product goals
- Identify market opportunities and pursue differentiating and modern mobile features

- Rapidly iterate and evolve our mobile apps to meet user needs, and the changing landscape of the child protection sector when it comes to data security, privacy protocols.
- Optimize app releases, app store management and app store ratings to maximize product adoption and ongoing app engagement.
- Track product health and business metrics to test hypotheses and identify improvement opportunities.
- Oversee user documentation and training; product support; including quality assurance and release management.
- Work in tandem with the UX research team to ensure successful development of a particular product.

Technology - Supportive Role

- Since the person will have a good understanding of technology applications, technology platforms, should be able to pick up the technology solutions underway at Miracle Foundation and also guide thinking on how to enable leveraging of this to meet the needs of the social workforce, children and families.
- The person can be consulted to drive thinking and action on how to Leverage technology to facilitate world class virtual training aimed at meeting the needs of the social workforce, children and families.
- Providing support and guidance on the improvement and use of existing and emerging technologies
- Handhold and prepare Miracle team in building a case with the government and civil society to adopt the technology solutions developed by Miracle Foundation.
- Support the Director - Strategy & Technical Expertise in showcasing the Miracle Foundation’s technology expertise in various technical committees of the Government, national, regional and international networks and forums, F-BAC networks, e-learning platforms etc.
- Any assignment given by the Regional Director & Sr. Management.

Education & Experience Required

Education	Experience
<ul style="list-style-type: none"> ● Btech in computer science ● Post graduate degree in business administration, computer science, manufacturing technology or related field 	<ul style="list-style-type: none"> ● At least 10 to 12 years of experience with core experience in process automation in an organization preferably a social enterprise, not for profit company

Preferred Skills

Skills & Experience

- Preferred mobile app product management experience
- Case management app/software experience is a plus
- Experience creating roadmaps for new products and live services
- Demonstrated ability to think globally and strategically and frame new and complex issues, recommend strategic choices, and focus the organization on the most critical and value-added activities.
- Excellent verbal and written communication skills in English, ability to inform and engage through written communication, ability to break down complex information into relevant, digestible points for colleagues and executives.
- Strong analytical, problem-solving, and project management skills.
- Entrepreneurial self-starter excited to shape new solutions.
- Strong business, analytical, data, and troubleshooting skills.
- Basic Project Management qualification is desirable

- A strong intuition for great mobile experiences, and a proven ability to bring them to life.
- UI/UX experience in creating mobile experiences and journeys.
- Passion for helping vulnerable children and families

Child Safeguarding Policy

Any employee, consultant, contractor or the supplier undertaking an activity on behalf of Miracle Foundation India must sign and comply with the Miracle Foundation's India Child Safeguarding Policy which is a statement of Miracle Foundation's India commitment to preventing abuse and protecting children with whom it comes into contact.

This extends not only to children with whom Miracle Foundation India and its partners work directly with, but also includes children whom staff are responsible for. Miracle Foundation India believes that the situation of children must be improved through the promotion of their rights supported and demonstrated by all members of staff. Miracle Foundation's India Code of Conduct sets out the standards to which all staff members must adhere.