Job Title: Manager - IT & Network

We are seeking a highly skilled IT & Network Manager with 8–12 years of experience to join IIT Madras Research Park and lead the design, implementation and maintenance & support our expanding network infrastructure. The ideal candidate will ensure the integrity of a high-availability network infrastructure to optimize performance for users and systems.

About IITM Research Park

Innovation thrives when faculty, students and industry professionals interact in a formal or informal environment. The IIT Madras Research Park, promoted by IIT Madras, is India's first University based Research Park epitomising what can be achieved by this confluence - bringing unlike minds together. The Research Park provides over 1.2 million square feet of collaborative workspace for R&D companies and deep-tech start-ups to nurture, promote and sustain innovation and entrepreneurship through Industry - Academia interaction. The innovation ecosystem enables quick and easy formal and informal exchange of ideas leading to collaboration and commercialization of R&D, delivering strategic value by reducing the cycle time for innovation. IIT Madras Research Park is a bustling campus with about 5,000 professionals across 250 plus Corporate R&D Units, Multinational Research Centres, Public Sector, Government Research bodies, IIT Madras Centres of Excellence, Laboratories and Start-ups.

Key Responsibilities:

- Design and deploy functional networks (LAN, WLAN, WAN).
- Configure and install software, servers, routers, and other network devices.
- Monitor network performance and ensure system availability and reliability.
- Perform network maintenance and system upgrades, including service packs, patches, hotfixes, and security configurations.
- Troubleshoot network issues and outages, scheduling upgrades, and collaborating with network architects on network optimization.
- Report network status to key stakeholders and management.
- Support firewall administration, VPN, proxy services, and other security-related configurations.
- Assist with disaster recovery and backup procedures.
- Effectively handle client interactions, providing technical support and clear communication to ensure satisfaction and build strong professional relationships.
- Monitor and maintain the building management system and expertise in the Modbus protocol.
- Troubleshooting and installing the CCTV cameras and NVRs.
- Manage Amazon Web Services (EC2, VPC, EKS, Cloud front, Cloud watch, Routing, ELB).
- Manage and support OS – Windows, Linux (Ubuntu and Centos) and Mac.

Required Skills and Qualifications:

- Bachelor's degree in computer science, Information Technology, or a related field.

- 8-12 years of hands on experience in network administration and network engineering, including expertise in network infrastructure design and management.
- Experience with routing and switching technologies (Cisco, Juniper, D-Link etc.).
- Proficiency with network diagnostic, monitoring, and analysis tools (Wireshark, SolarWinds, nmap etc.).
- Good knowledge of TCP/IP, subnetting, DNS, DHCP, NAT, VPN, VLAN, and firewall configurations.
- Hands-on experience with operating systems (Windows Server, Linux).
- Knowledge of IT security best practices.
- Excellent problem-solving and communication skills.
- Cisco CCNA certification or CCNP (preferred).

Additional Key Skills:

- Familiarity with SD-WAN technologies.
- Knowledge of network automation tools and scripting (Python, Ansible, VBA etc.).
- Understanding of EPABX systems and QoS configuration.
- Experience with load balancers and high availability solutions.
- Knowledge of ITIL frameworks and documentation practices,
- Experience of IT asset management and procurement.
- Designing the system based on the user requirements.
- Expertise in installing, testing, troubleshooting, and managing fiber optic cables including termination, splicing, and patch panel management for high-speed network connectivity

In case you are interested please forward resume to careers@respark.iitm.ac.in with subject line Application for the Post of Manager – IT & Network