

Terms of Reference
About Medi valley Incubation Council

The innovation arm of the pioneering medical device manufacturing ecosystem, the Andhra Pradesh MedTech Zone (AMTZ), Medi Valley Atal Incubation Centre is funded by NITI Aayog under the Atal Innovation Mission. Medi Valley is the only facility in the country dedicated to health technology and located within the medical devices manufacturing epicenter.

Mentored by stalwart researchers, technology and innovation champions, leading manufacturers and eminent policy makers, Medi Valley handholds innovators along all stages from ideation to manufacturing. Enabling full access to AMTZ and its group of institutions, scientific, regulatory, manufacturing and trade facilities, Medi Valley is the only one of its kind in MedTech, Techno-Business Incubation, Need and Priority based Innovation and beyond.

Medivalley Lab's accreditation from NABL, BIS, and CDSCO is a testament to its commitment to quality, safety, and regulatory compliance in the field of medical testing and healthcare services.

Medical Technology Innovation is a multidisciplinary approach in encompassing aspect of several fields of science and engineering. Medi Valley has established state-of-the-art laboratory facility where innovators can tinker with their ideas in all domains of biomedical engineering.

Company Website:

<http://amtz.in/>

<http://kiht.in/>

<http://biovalley-amtz.in/>

<https://medivalley-aic.in/>

Job Title
Scientist– MVIC

Key Responsibilities

1. IT Operations & Support for WTC Towers and Assigned Facilities

- Manage and oversee day-to-day IT operations across WTC Towers and other assigned locations.
- Ensure uninterrupted availability of network, server, storage, internet, Wi-Fi, surveillance, telephony, and end-user computing systems.
- Monitor overall IT infrastructure performance and implement proactive measures to improve reliability and service quality.
- Coordinate incident management, troubleshooting, and resolution of hardware, software, network, and security-related issues.
- Ensure implementation of IT security policies, access controls, backup procedures, and disaster recovery mechanisms.
- Maintain IT asset inventory, software licenses, warranty records, and infrastructure documentation.
- Plan and execute infrastructure upgrades, technology refresh initiatives, and IT improvement projects.
- Coordinate with facility management teams, tenants, and stakeholders to address IT

requirements and service requests.

- Ensure compliance with organizational IT policies, standards, and regulatory requirements.

2. MVIC Software - Business Development

- Promote and support business development activities for MVIC software products and digital solutions.
- Identify new business opportunities, prospective clients, partnerships, and market expansion initiatives.
- Understand client requirements and coordinate with technical teams to propose suitable solutions.
- Support preparation of technical proposals, project plans, commercial documents, and solution presentations.
- Maintain relationships with existing customers and identify opportunities for service enhancement and expansion.
- Gather customer feedback and coordinate with development teams for product improvements.
- Assist in achieving software adoption, deployment, and revenue generation targets.
- Represent MVIC in meetings, conferences, exhibitions, and stakeholder discussions.

3. Vendor & Procurement Management

- Manage end-to-end procurement activities for IT infrastructure, software, cloud services, and technology solutions.
- Develop technical specifications, scope of work documents, and procurement requirements.
- Evaluate vendor quotations, technical proposals, and service offerings.
- Coordinate with vendors for negotiations, pricing, contracts, SLAs, warranties, and support agreements.
- Monitor vendor performance and ensure timely delivery of products and services.
- Manage renewal of software licenses, annual maintenance contracts (AMCs), subscriptions, and support agreements.
- Maintain procurement records, vendor documentation, and contract compliance reports.
- Support budget planning and cost optimization strategies for IT investments.
- Ensure procurement processes comply with organizational policies and governance standards.

4. Team Building and Coordination with AMTZ Core IT

- Act as the focal point between MVIC/WTC IT operations and the AMTZ Core IT team.
- Ensure alignment of local IT initiatives with AMTZ technology standards, policies, and strategic objectives.
- Provide guidance, mentoring, and technical support to IT staff and support personnel.
- Facilitate knowledge sharing, training programs, and skill development initiatives.
- Build a collaborative and performance-driven work environment within the IT team.
- Coordinate resources and technical expertise from AMTZ Core IT for infrastructure projects and critical support requirements.
- Participate in planning and execution of organization-wide IT projects and digital transformation initiatives.
- Develop operational procedures, performance metrics, and service improvement plans.
- Escalate critical issues and recommend corrective actions to management when required.

Qualification & Experience

- Bachelor's Degree in Computer Science, Information Technology, Electronics & Communication Engineering, or a related field.
- Master's Degree (MCA/MBA-IT/M.Tech) will be an added advantage.
- Relevant industry certifications such as CCNA, CCNP, ITIL, Microsoft, Cisco, VMware, Cloud, or Cybersecurity certifications are desirable.

Technical Skills

- Strong knowledge of enterprise networking, routing, switching, wireless infrastructure, and firewalls.
- Experience in managing servers, storage systems, virtualization platforms, and cloud technologies.
- Understanding of cybersecurity concepts, endpoint protection, network security, and compliance requirements.
- Experience with IT service management, asset management, backup, and disaster recovery solutions.
- Familiarity with enterprise software implementation, support, and integration.
- Strong documentation, reporting, and analytical skills.

Functional Skills

- Business development and customer engagement.
- Vendor management and procurement processes.
- Contract administration and SLA management.
- Project planning, execution, and coordination.
- Budgeting and cost optimization.

Behavioral Competencies

- Strong leadership and team-building skills.
- Excellent communication and presentation abilities.
- Problem-solving and decision-making capability.
- Stakeholder management and relationship-building skills.
- Ability to manage multiple priorities and work independently.

Preferred Experience

- Approximately **10 years of relevant experience** in IT Infrastructure, IT Operations, Systems Administration, Network Management, or Technology Consulting.
- Proven experience in managing enterprise-level IT environments and support operations.
- Experience in IT project implementation, infrastructure upgrades, and service delivery management.
- Exposure to software business development, solution consulting, or customer relationship management.
- Hands-on experience in vendor evaluation, procurement, contract negotiations, and SLA management.
- Experience coordinating with multiple stakeholders, vendors, and cross-functional teams.
- Demonstrated ability to lead teams, manage projects, and support organizational growth through technology initiatives.