



Job Title: IT Analyst
Division: Information Technology
Location: IKP Knowledge Park, Bengaluru
Reporting to: Associate Vice President, Medtech

About IKP Knowledge Park

IKP Knowledge Park (IKP) is a leading science park and incubator dedicated to advancing cutting-edge R&D in India. We have a pioneering legacy of more than two decades of nucleating and nurturing life sciences and engineering innovation. We focus on sectors like biotech, health tech, and agri-tech, helping innovators move from the lab to the real world. By partnering with government, industry, non-profits, academia and investors, we create a supportive environment for startups and SMEs to thrive and grow. Our work is centred at our 200-acre park in Genome Valley Hyderabad and our Bengaluru maker space (IKP EDEN at Koramangala, Bengaluru), reaching across India and the world through various innovation programs and services. We are at the cusp of next phase of growth which is founded in our belief that science and technology are key to shaping a better tomorrow through deep & expansive societal impact. More at <<https://ikpknowledgepark.com/>>

The Role

IKP is looking for an IT Analyst to own and manage its day-to-day technology operations, including website maintenance, ZOHO/ERP implementation and administration, and network and information security. The role is central to keeping IKP's digital systems reliable, secure, and aligned with the needs of its programs and teams. The incumbent will work closely with the Head of Operations & Administration, program teams, and external vendors to plan, implement, and support IT systems and infrastructure across the organization.

Key Responsibilities

1. Website Maintenance & Management:

Maintain, update, and troubleshoot IKP's website content, plugins, and performance issues on an ongoing basis; coordinate with external web developers and hosting vendors for enhancements, security patches, backups, and new feature rollouts; and monitor website uptime, domain and SSL certificate renewals, and overall site security.

2. ZOHO / ERP Implementation & Administration:

Lead the implementation, configuration, and rollout of ZOHO/ERP modules relevant to IKP's programs and operations; customise workflows, forms, dashboards, and automations to meet functional and reporting requirements; manage user roles, permissions, and data integrity across ZOHO/ERP and other business applications; and train staff on the effective use of ZOHO/ERP tools while providing ongoing user support and troubleshooting.

3. Network & IT Security:

Set up, monitor, and maintain IKP's network infrastructure, including LAN/Wi-Fi, routers, and firewalls; implement and enforce IT security protocols, antivirus/endpoint protection, and user access controls; monitor systems for security threats and vulnerabilities and respond promptly to incidents; and maintain data backup schedules while supporting business continuity and disaster recovery planning.



4. IT Helpdesk & Hardware Support:

Provide first-line troubleshooting and support for hardware, software, and connectivity issues raised by staff; set up, configure, and maintain laptops, desktops, printers, and other peripheral devices; and maintain an accurate inventory of IT assets while coordinating repairs, replacements, and upgrades.

5. Vendor & Software Licensing Management:

Manage relationships with IT vendors, AMC contractors, internet service providers, and other technology service providers; track software and hardware licenses, subscriptions, and renewals to ensure continuous compliance; and evaluate and recommend new tools, platforms, or upgrades to improve organizational efficiency and security.

6. General IT Administration:

Develop and maintain IT policies, standard operating procedures, and system documentation; support the rollout and adoption of digital tools and collaboration platforms, including email and cloud storage, across teams; and undertake any other IT-related responsibilities as assigned by the reporting manager.

What We're Looking For:

- Bachelor's degree in Computer Science, Information Technology, Computer Applications, or a related field.
- 2 – 4 years of relevant professional experience in IT administration, with exposure to website management, ERP/CRM implementation, and network security.
- Hands-on experience with ZOHO or a similar CRM/ERP platform is strongly preferred.
- Working knowledge of network infrastructure, firewalls, and endpoint/data security best practices.
- Basic understanding of web technologies and content management systems (e.g., WordPress), hosting, and domain management.
- Willingness to be based in Bengaluru and support IT needs across the organisation, including occasional after-hours issue resolution.

Skill & Competencies:

- Strong troubleshooting and analytical skills, with a proactive, solutions-oriented approach to resolving IT issues.
- Good communication skills, with the ability to train and support non-technical staff patiently and clearly.
- Ability to manage multiple priorities, systems, and vendors simultaneously.
- High degree of ownership, reliability, and discretion in handling organisational data and systems.
- Strong organizational and documentation skills, with attention to detail.
- Willingness to continuously learn new tools and technologies and stay current with IT and security best practices.



To apply:

Interested candidates meeting the above criteria may share their updated resume along with a cover letter to career@ikpknowledgepark.com by mentioning subject line as “Application – IT Analyst” before 30th September 2026. Please note that applications will be reviewed on a rolling basis. We encourage you to apply early, as the position may be filled before the deadline.

IKP is an equal opportunity employer. We thank all applicants for their interest; only shortlisted candidates will be contacted.