

CBM India Trust

Position Profile

CBM India Trust is committed to improving the quality of life of people with disabilities. CBM India addresses disability as a cause and consequence of poverty in the most disadvantaged communities of the world. We work in partnership with local, national, and international actors with the aim of creating a more equal society for all. Our vision is to have an inclusive world in which all people with disabilities enjoy their human rights and achieve their full potential.

Position: Faculty - IT/ITES and IT Help Desk

Location: Kolar, Karnataka

Reporting to: Lead Programs / Project Coordinator

Objective:

To deliver high-quality training in Information Technology (IT), IT Enabled Services (ITES), and Domestic IT Help Desk operations, in accordance with NSDC Sector Skill Council (SSC) standards, ensuring trainees acquire industry-relevant technical and soft skills for employability.

Responsibilities:

- **Training Delivery**
 - Conduct classroom and practical sessions on IT fundamentals, computer operations, and ITES processes as per the prescribed NSDC curriculum.
 - Deliver modules on:
 - IT helpdesk operations – ticketing systems, troubleshooting, customer handling.
 - Networking fundamentals, hardware basics, and OS installation.
 - Soft skills, communication, and workplace etiquette relevant to ITES.
 - Use NSDC-approved lesson plans, participant handbooks, and assessment frameworks.
 - Facilitate hands-on learning through labs, simulations, and case studies.
- **Assessment & Evaluation:**
 - Evaluate student performance through assignments, quizzes, and practical demonstrations.
 - Maintain trainee attendance, progress, and assessment records as per NSDC.
 - Support in internal and external assessments conducted by NSDC or its partners.
- **Curriculum & Documentation**
 - Ensure alignment of training content with Qualification Packs (QPs) such as:
 - Domestic IT Helpdesk Attendant
 - IT/ITES Executive
 - Customer Relationship Management - Domestic Non-Voice
 - Maintain training records, session plans, and feedback reports
 - Provide timely updates and contribute to field reports, monthly progress reports, and M&E data.

Required Skills, Qualifications, & Personal Traits

Minimum Qualification & Experience:

- Graduate in Computer Science/Information Technology/Electronics/related field.
- Diploma in Computer Science/IT with relevant certifications.
- NSDC/SSC Certified Trainer in IT/ITES or Domestic IT Help Desk (preferred).
- Minimum 2–3 years of experience in teaching/training in the IT/ITES domain.

- Practical exposure in Help Desk / IT Support / BPO / Technical Support environment preferred.
- Background working with persons with disabilities or marginalized youth (highly desirable).
- Coordinate with the placement officer for trainees' placement and further skills linkages.
- Proficiency in Kannada and English.

Key Skills and Competencies

- Strong knowledge of computer hardware, networking, and OS troubleshooting.
- Proficiency in MS Office, data entry, email, and internet tools.
- Excellent communication and interpersonal skills.
- Ability to manage classroom training and motivate learners.
- Knowledge of NSDC/Skill India framework and digital learning tools.

Working Hours:

As per the project location requirements - Eight hours per day

Other requirements:

The future job holder is expected to adhere to CBM India's policies and procedures, commit to CBM India's Child Safeguarding Policy and Code of Conduct, and follow CBM India's safety & security protocols.

CBM India encourages persons with disabilities and women to explore this important opportunity. Share your profile at jobs@cbmindia.org on or before 15th September 2026.