

Job Title: IT Support Engineer

Location: Delhi NCR

Reporting: IT Lead

About CanSupport: Founded in 1996 by Harmala Gupta, CanSupport is North India's largest provider of home-based palliative care, serving thousands of cancer patients and their families each year through multidisciplinary teams of physicians, nurses, and counsellors in a meaningful and compassionate manner. Services include home care, outpatient clinics, a cancer helpline, and caregiver training, with a strong focus on pain management and patient dignity. Headquartered in New Delhi, it is India's largest free home-based palliative care program and has been recognized nationally and internationally, including being awarded by World Health Organisation as a "Public Health Champion".

About the role:

This is the first point of contact for any IT issue, and the bridge to vendors when an issue needs their involvement. It is a hands-on support and coordination role. You'll play a central part in helping non-technical care staff adopt new digital tools confidently, and in supporting the migration of data from existing systems into the new platform.

Key Responsibilities:

Day-to-Day IT support

- Act as first-line support for software issues on the patient-management platform and other daily-use tools
- Troubleshoot operating-system and hardware issues on staff laptops, devices, printers and field equipment
- Triage issues - resolving what you can in-house and identifying what needs to be escalated

Vendor coordination

- Log tickets with the relevant vendor for issues that can't be resolved in-house
- Follow up with vendors for ticket closure and maintain a running log of tickets, recurring issues and resolution status against agreed SLAs

User support & onboarding

- Set up new staff on systems and devices, including basic access and training
- Flag larger, architecture-level problems to the IT Lead

Data, reporting & administration

- Configure and maintain reports, dashboards and filters within the platform (e.g. monthly operational reports)
- Maintain inventory of laptops and devices
- Manage basic user access and permissions, and help follow cybersecurity and DPDP practices day to day

What we're looking for

- 1-3 years in an IT support or helpdesk role; comfortable with everyday Windows/OS and hardware troubleshooting

- Strong data-handling skills - confident with data structuring, cleaning and validation
- Comfortable learning new software independently and configuring reports/dashboards within an application
- Experience with vendor management
- Available full-time, on-site or with field teams as required

Desirable

- Prior exposure to NGO or healthcare settings
- Awareness of data-privacy basics (DPDP) and secure handling of sensitive data

Interested candidates are requested to submit their application to the following email address:
recruitment@cansupport.org