

Job Title: IT Lead (Part time)

Location: Delhi NCR (hybrid, occasional on-site)

Type: Part-time (~20 hours/week, with flexibility during the platform transition)

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:

We are looking for an experienced IT leader to oversee our entire IT function – directing our IT strategy, architecture, vendor management, and data compliance. This is a pivotal moment: CanSupport is transitioning to a new patient-management platform and vendor, and this role will lead that transition alongside ongoing IT operations. It is ideal for an experienced technology leader who wants to make a meaningful social impact on a part-time basis.

Key Responsibilities:

Overall management of the IT function

- Lead IT strategy and operations across the organization - tools, processes, vendors, people, and risk management
- Own the yearly IT plan and department budget, ensuring alignment with the Management Committee
- Manage and drive vendor performance across the application and platform landscape
- Ensure continuous improvement of IT services through regular engagement with care team stakeholders
- Supervise and develop the in-house IT support team, providing direction and support as required

Architecture, data, and platform

- Own technology architecture - platform enhancements, integrations, release management, and automation (with AI-enabled capabilities largely delivered through the platform vendor)
- Lead data architecture - how data is organized, moved, and reported across platforms, with a single source of truth

Cybersecurity and compliance

- Ensure systems and vendor practices meet foundational cybersecurity and data-protection standards – access control, safe data practices, and breach response

Who we are looking for:

- 12-15+ years of total experience, with prior experience leading IT function for an organization
- Hands-on experience in driving IT modernization programs and implementing AI use-cases
- Experience in vendor management and holding vendors to SLAs
- Sound understanding of solution architecture and systems integration (web and mobile platforms, APIs, cloud)

- Ability to translate between non-technical care teams and technical vendors – turning frontline needs into clear requirements
- Working knowledge of foundational cybersecurity practices (access control, encryption, audit, incident response)
- Prior exposure to palliative care, healthcare, NGO, or non-profit settings, and familiarity with health-IT interoperability standards (ABDM/ABHA, HL7 FHIR) is desirable

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