Adv. No. - N-22030/17/2023-NeGD

DIGITAL INDIA CORPORATION

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WEB ADVERTISEMENT

11ᵗʰ May, 2023

Digital India Corporation has been set up by the 'Ministry of Electronics & Information Technology, Government of India', to innovate, develop and deploy ICT and other emerging technologies for the benefit of the common man. It is a 'not for profit' Company under Section 8 of the Companies Act 2013. The Company has been spearheading the Digital India programme of the Government of India and is involved in promoting use of technology for e-Governance, e-Health, Telemedicine, e-agriculture, e-Payments etc. The Digital India programme promotes safety and security concerns of growing cashless economy and addresses challenges confronting its wider acceptance. It also promotes innovation and evolves models for empowerment of citizens through Digital initiatives and promotes participatory governance and citizen engagement across the government through various platforms including social media.

Digital India Corporation is currently inviting applications for the following positions purely on Contract/ Consolidated basis.

Sr. No.	Positions	No. of positions
1.	Business Analyst	6
2.	Developer/ Sr. Developer	18
3.	Mobile Developer	2
4.	Tester	6
5.	Consultant- On boarding	12
6.	Business Analyst Lead	8
7.	Database Administrator	2
8.	UI/UX Designer	4
9.	Technical Support Executive	10
10.	System Administrator	6
11.	Security Tester	4
12.	Business Executive	13

13.	Customer Support Executive	10
14.	Product Head	2
15.	Lead Operations	2
16.	Lead Support	2
17.	Product Manager	2

Screening of applications will be based on qualifications, age, and academic record and relevant experience. Digital India Corporation reserves the right to fix higher threshold of qualifications and experience for screening and limiting the number of candidates for interview. Only shortlisted candidates shall be invited for selection interviews. Digital India Corporation reserves the right to not to select any of the candidates without assigning any reason thereof.

The details can be downloaded from the official website of MeitY & DIC, NeGD viz. www.meity.gov.in & www.dic.gov.in, and www.negd.gov.in

Eligible candidates may apply ONLINE: **https://ora.digitalindiacorporation.in/**

1. Job Title- Business Analyst	
Division	NeGD
Designation	Business Analyst
No. of Vacancies	6
Reports To	Consultant

Job Descriptions

On Boarding

- Develop relationship with departments to bring their important services.
- Coordinate with concerned Government officials and all vendors to make the chosen services Live.
- Sound knowledge of API integration and API testing
- Expertise in FRS and API document creation

Monitoring

- Interact with quality audit partner to monitor testing bugs and their resolution by the implementing agency
- Bring out regular progress assessment reports with qualitative inputs and flagging off any deviations/issues that would need to be looked into by the higher authorities
- Assist in any other work incidental to the monitoring and implementation of projects.

Support

- Coordinate with different central and state agencies whose applications are integrated with projects.
- Post delivery of services, keep in touch with departments to resolve any operational issue and endeavor to keep the services up and running
- Develop and manage relationships with integrated departments on projects in order to better understand the issues in service delivery and take steps to ensure customer delight.
- Ensure that issues/complaints raised through various channels (including social media, Play store etc.) are addressed

Reporting

- Prepare reports, presentations for both internal and external distribution on project progress
- Assess and support on meeting contractual obligations of partner agencies and any other requirements necessary to department applications.
- Maintain adherence to project timelines and ensure quality of output/deliverables

- Provide requisite support for necessary audits (SLA, Security etc.) by third party auditor/s

Required Profile	
Essential Qualification	- B.E/ B. Tech/ MCA/ M. Tech and equivalent - Qualification can be relaxed in case of exceptional candidates
Required Experience	2+ years' experience in Software Development or Part of Product Delivery Team/Operations, Enterprise-Wide systems integration/implementation projects - Must have working knowledge of backend architectures, trends, and emerging technologies. - Knowledge of Application Performance Tools (Kibana, Skywalker etc.) would be preferable - MS-Office, PHP/Python/Java/C#, Mysql/PostGrace/Oracle, JIRA etc. - Good Communication skills (Oral and Written)

	2. **Job Title- Developer/Sr. Developer(Full stack)**
Division	NeGD
Designation	Developer/Sr. Developer (Full Stack)
No. of Vacancies	18
Reports To	Development Lead

Job Description

- Design, build, deploy and maintain advanced applications and APIs (scalable web services) - REST, SOAP, using Java, Hibernate, Spring and Spring Boot etc.
- Collaborate with cross-functional teams to define, design, and ship new features.
- Review and analyze business requirements and provide technical feasibility and estimates
- Developing frontend website architecture.
- Designing user interactions on web pages.
- Proficiency with fundamental front-end languages such as HTML, CSS, and JavaScript.
- Familiarity with JavaScript frameworks such as Angular JS, React js
- Work with outside data sources and APIs integration.
- Work on bug-fixing and improving application performance.
- Continuously discover, evaluate, and implement new technologies to maximize development efficiency.
- Work with Postgres and Cassandra as a backend database (other DBs may be added on to the stack)
- Work with caching database components as Redis
- Work with Jenkins and CI tools to automate dev, build, deployment and testing
- Writing JUnit/integration test cases to validate the code quality and code coverage
- Work independently and within a team, without too much supervision and help from seniors and tech lead.
- Must have the understanding of messaging queue- Kafka, Rabbit MQ
- Must have the understanding of web server – Tomcat, AWS containerization
- Good to have the knowledge of AWS components, cloud front, API Gateway, Athena, ECS, etc.
- Working Experience in PHP, PHP Frameworks (Laravel, Yii, Code Ignitor, Cake PHP) APIs integration
- Working Experience with web technologies including HTML5, CSS, JavaScript, AJAX, jQuery etc.
- Working Experience of relational databases, version control, and release management
- Working experience of developing web services using REST architecture, third-party authentication, API integration
- Working Experience of relational and NoSQL databases, version control, release management and developing web services using REST
- architecture
- Experience of creating various reports/charts
- Experience of developing cloud compatible applications

- Experience with MySQL, MongoDB.
- Proficient in and not limited to understanding of: HTTP/HTTPs, API

Required Profile	
Essential Qualification	B.E/B. Tech./ MCA or Graduate with relevant Experience
Required Experience	• 2+ years of proven software development experience in IT
Desirable Certifications & Experience	• Experience of working for a government set up/ project is desirable • Professional certifications would be a plus

3. **Job Title- Mobile Developer (iOS and Android)**	
Division	NeGD
Designation	Mobile Developer (iOS and Android)
No. of Vacancies	2
Reports To	Development Lead

Job Description

1. Designing and developing mobile applications for various platforms such as iOS and Android
2. Collaborating with designers and other developers to ensure that the mobile application design is consistent with the brand image and user experience requirements
3. Testing the mobile application functionality and troubleshooting any issues that arise
4. Developing and maintaining server-side APIs to connect the mobile application to a back-end system
5. Working with cross-functional teams to ensure that the mobile application is optimized for performance, security, and accessibility
6. Staying up to date with industry trends and emerging technologies to ensure that mobile applications are modern and competitive

Required Profile

Essential Qualification	Bachelor's degree in computer science, software engineering, or a related field.
Required Experience	• 2+ years of experience in developing mobile applications for various platforms such as iOS and Android. • Programming languages such as Java, Kotlin, and familiarity with mobile development frameworks such as React Native, Flutter, or Xamarin. • Effective communication, problem-solving, and time-management skills to work in a fast-paced environment.

4. Job Title- Software Tester	
Division	NeGD
Designation	Software Tester
No. of Vacancies	6
Reports To	Quality Analyst Lead

Job Description

- Write clear and comprehensive test plans
- Derive /write test cases, use cases from scenarios for the new feature additions in the product.
- Anticipate/Identify and collect test data related to test cases if needed.
- Execute all the test cases and report defects, define severity and priority for each defect
- Investigate product quality in order to make improvements to achieve better customer satisfaction.
- Verify the fixed defects and track them to closure.
- Perform Exploratory, Sanity and Regression testing as per requirement
- Maintain documentation related to test cases per feature.
- Replicate issues raised by the other teams
- Work independently and within a team, without too much supervision and help from seniors and tech lead

Required Profile

Essential Qualification	B.E/B. Tech./ MCA with relevant years of experience
Required Experience	- More than 2 years of proven software development and functional/Automation testing experience in IT - Hands-on experience with functional/Automation testing - Hands-on experience with automated testing using Selenium or any other language is a plus - Proficient understanding of software QA methodologies - Experience working in an Agile development environment using methodologies like Scrum and tools like JIRA, Confluence - Proficient understanding of code versioning tools - Git

5. **Job Title- Consultant Onboarding**	
Division	NeGD
Designation	Consultant Onboarding
No. of Vacancies	12
Reports To	Sr. Consultant

Job Description

The candidates for senior development role will perform the following responsibilities:

- Mentor and lead a team of junior developers.

- Take up system analysis, design, documenting responsibilities and get it done in time. He/ she should be able to perform code analyzing and reading exercises for current and previous projects.

- The Sr. developer will lead developers; Apart from this he will/ can be involved in the coding activities besides the team management role. All necessary support will be provided for smooth execution of projects. The senior developers will keep a track and reviews on existing projects to identify bottlenecks, bugs, performance issues and involve the team to study and learn from existing projects.

- Must be able to advise ways and means to obtain performance metrics of applications and optimize applications.

- Must possess excellent attention to detail and be able to familiarize and quickly learn new Software/ framework/ languages/ technology with ease.

- Must be able to apply innovative thinking at work.

- Good communication skills (spoken/written) will be a plus.

On Boarding:
- Develop relationship with departments to bring their important services. Coordinate with concerned Government officials and all vendors to make the chosen servicesLive.

Monitoring
- Interact with quality audit partner to monitor testing bugs and their resolution by theimplementing agency
- Bring out regular progress assessment reports with qualitative inputs and flagging off anydeviations/issues that would need to be looked into by the higher authorities
- Assist in any other work incidental to the monitoring and implementation.

Support
- Coordinate with different central and state agencies whose applications are integrated.

- Post delivery of services, keep in touch with departments to resolve any operational issue andendeavor to keep the services up and running
- Develop and manage relationships with integrated departments in order to better understand the issues in service delivery and take steps to ensure customer delight.
- Ensure that issues/complaints raised through various channels (including social media,Playstores etc.) are addressed

Reporting

- Prepare reports, presentations for both internal and external distribution on project progress
- Assess and support on meeting contractual obligations of partner agencies and any other requirements necessary to department applications
- Maintain adherence to project timelines and ensure quality of output/deliverables
- Provide requisite support for necessary audits (SLA, Security etc.) by third party auditor/s

Required Profile	
Essential Qualification	- B.E/ B. Tech.(mandatory) M. Tech. /MBA (desirable)
Required Experience	6yr+ experience in Software development/Operations, Enterprise-Wide systemsintegration/implementation projects - Hands on experience in Core PHP is must and familiar with XHTML, HTML 5/8, JavaScript, CSS, Ajax,jQuery, APIs and mod-rewriting. - Experienced candidate who has practically worked on E-commerce websites using the Core PHP. (Preferred) - Experience with on-line payments gateways, Affiliate management system, CMS referrals system will be an added advantage. Payment Gateway: PayPal, Authorize.net, Google Checkout, CCAVANUE. - Building reusable and resalable products - Optimizing MySQL Queries and databases to improve the performance. - Communicating technical concepts to Project Managers, Clients, and other audiences of all technical levels in a team environment. - Preference will be given if you hold working knowledge with on one of this Open Source/ Open API like Drupal, Joomla, wordpress, OSCommerce. - Preference will be given if you hold working knowledge with on one of these MVC frameworks like Cake PHP, Yii, and Laravel

	6. **Job Title- Business Analyst Lead**
Division	NeGD
Designation	Business Analyst Lead
No. of Vacancies	8
Reports To	Sr. Consultant

Job Description

On Boarding

- Develop relationship with departments to bring their important services. Coordinate with concerned Government officials and all vendors to make the chosen services Live.
- Sound knowledge of API integration and API testing
- Expertise in FRS and API document creation

Monitoring

- Interact with quality audit partner to monitor testing bugs and their resolution by the implementing agency
- Bring out regular progress assessment reports with qualitative inputs and flagging off any deviations/issues that would need to be looked into by the higher authorities
- Assist in any other work incidental to the monitoring and implementation

Support

- Coordinate with different central and state agencies whose applications are integrated.
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- Provide requisite support for necessary audits (SLA, Security etc.) by third party auditor/s

Required Profile	
Essential Qualification	• Graduation /B.E/ B. Tech and equivalent • Qualification can be relaxed in case of exceptional candidates
Required Experience	• 5+ years' experience in Software/Networking Project Management/Operations, Enterprise-Wide systems integration/implementation projects • MS-Office, MS Project, JIRA etc. Good Communication skills (Oral and Written)

	Job Title- Database Administrator
Division	NeGD
Designation	Database Administrator
No. of Vacancies	2
Reports To	Development Lead

Job Description

- Build and maintain database systems with high availability
- Design and implement database in accordance to end users information needs and views
- Define users and enable data distribution to the right user, in appropriate format and in a timely manner
- Use high-speed transaction recovery techniques and backup data
- Minimise database downtime and manage parameters to provide fast query responses
- Provide proactive and reactive data management support and training to users
- Determine, enforce and document database policies, procedures and standards
- Perform tests and evaluations regularly to ensure data security, privacy and integrity
- Monitor database performance, implement changes and apply new patches and versions when required

Required Profile

Essential Qualification	B.E/B. Tech./ MCA
Required Experience	- Minimum 3 years of experience as DBA - Hands on experience with SQL and NoSQL, sharding, caching, indexing, clustering, replication - Excellent knowledge of data backup, recovery, security, integrity - Familiarity working with Java, JavaScript, HTML - Excellent analytical and organization skills - Experience working in an Agile development environment using methodologies like Scrum and tools like JIRA, Confluence - Proficient understanding of code versioning tools - Git - Experience of working for a government set up/ project is desirable - Professional certifications would be a plus

8. Job Title- UI/UX Designer	
Division	NeGD
Designation	UI/UX Designer
No. of Vacancies	4
Reports To	Development Lead

Job Description

- Plan and implement new user interface designs and changes in current designs of NeGD's projects frontend interfaces on mobile and web
- Create elements of visual designs, style guides while working with UX team to create wireframes and prototypes for web and mobile interfaces
- Create UI guidelines and standards (colour scheme, typography, other visual elements) that can be used to improve the overall UI of the applications
- Handhold different departments integrated with the platform, while implementing these guidelines
- Translating business requirements and create visual designs accordingly
- Collect, organize, analyse, and disseminate significant amounts of information with attention to detail
- Discuss and communicate capabilities, opportunities, and recommendations to both technical and non-technical audiences
- Liaise & coordinate with internal NeGD teams and relevant external agencies to come up with solutions for critical problems and issues being faced during implementation

Required Profile

Essential Qualification	- Graduation/B.E/B. Tech./B.Des - Desirable: Certification UX Design (e.g. Google)
Required Experience	2+ years' experience in UI Design 1+ years of proven experience in UI/UX designer - Proficient and should have hands-on experience UI design tools such as AdobeXD, Figma etc. - Must have working knowledge of the UI/UX landscape, emerging trends, tools and technologies - Experience working in an Agile development environment using methodologies like Scrum and tools like JIRA, Confluence - Proficient understanding of code versioning tools - Git

9.	**Job Title- Technical Support Executive**
Division	NeGD
Designation	Technical Support Executive
No. of Vacancies	10
Reports To	Development Lead

Job Description

- Respond to daily operational needs and react to them, avoiding service disruptions and maintaining coherence to (SLA) and information security requirements
- Identify and diagnose issues and problems
- Categorize and record reported queries and provide solutions
- Support problem identification
- Run monitoring reports for usage, performance, and/or availability
- Advise users on appropriate course of action
- Monitor issues from start to resolution; respond to tickets
- Escalate, if needed, unresolved problems to a higher level of support
- Provide essential online security advice and support
- Monitor the availability of the Database events like DB availability, Instance availability and the space availability of disk drives and file systems.
- Monitor the metric alerts, performance related issues like high CPU utilization, Application performance, high Memory utilization, Application tuning and Query tuning
- Acknowledge the request for DB stop/start, user creation and grant specific data access to user
- Work in shifts to ensure 24x7 uptime of the platform

Required Profile

Essential Qualification	Graduation/B.E/B. Tech./ MCA
Required Experience	2+ years of proven experience in software development/testing/operations 1+ years of relevant experience of supporting IT operations - Good communication skills - verbal and written - Good debugging skills - Working knowledge of SQL, Java related technologies - Working knowledge of Linux, shell scripting, OS Ticket - Experience of working for a government set up/ project is desirable - Professional certifications would be a plus

	10. **Job Title- System Administrator**
Division	NeGD
Designation	System Administrator
No. of Vacancies	6

Job Description

- Perform server administration tasks, including user/group administration, security permissions, group
- policies, research event log warnings and errors, and resource monitoring, ensuring system
- architecture components work together seamlessly
- Install and configure software, hardware and networks
- Monitor system performance and troubleshoot issues
- Ensure security and efficiency of IT infrastructure
- Diagnose and resolve problems quickly
- Communicate with a variety of interdisciplinary teams and users.
- Upgrade systems with new releases and models
- Develop expertise to train staff on new technologies
- Build an internal knowledge center with technical documentation, manuals and IT policies

Required Profile

Essential Qualification	B.E/B. Tech./MCA
Required Experience	2-5+ years of proven work experience in IT - Experience with or knowledge of programming languages and operating systems; - current equipment and technologies, enterprise backup and recovery procedures, - system performance-monitoring tools, active directories, virtualization, HTTP traffic,content delivery, and caching etc. - Experience in project management, application design and integration, and cloud computing (specifically NIC Cloud and AWS) - Expertise in creating, analyzing, and repairing large-scale distributed systems - Creating volumes, assigning to servers and remote replication - Experience with databases, networks (LAN, WAN) and patch management - Knowledge of Linux system administration, WSO2, Tomcat,Redis, Kafka, Nginx,Docker, Kubernetes

	11. Job Title- Security Tester
Division	NeGD
Designation	Security Tester
No. of Vacancies	4
Reports To	Quality Analyst Lead

Job Description

- Identify and mitigate security risks in both on-premise and cloud environments.
- Conduct vulnerability assessments and penetration testing (VAPT) to identify security vulnerabilities and weaknesses.
- Ensure compliance with industry standards and regulations.
- Monitor and investigate security incidents and breaches, and implement corrective actions to prevent future occurrences.
- Stay up-to-date on the latest security trends and technologies and continuously improve the security posture of organization.
- Collaborate with cross-functional teams to ensure that security is integrated into all aspects of our applications and services.
- Develop and implement secure software development practices.
- Monitoring security incidents of networks and systems for signs of security incidents, such as malware infections, data breaches, and unauthorized access, Ir-regular Logins.

Required Profile

Essential Qualification	Bachelor's degree in Computer Science, Information Security, or a related field
Required Experience	0-5 years of experience in any part of a cybersecurity role. - Understanding of OWASP Top 10, NIST, MITRE ATT&CK. - Experience in penetration testing, as well as detecting backdoor skills in server and web applications (If any). - Experience in AWS and AWS Cloud Security & Network penetration testing. - Experience in the Security of Various Cloud Computing Platforms. Such as AWS, Azure, Amazon S3. - Experience in mobile application security testing. - Knowledge of Networking, and Network Penetration Testing. - Strong programming skills in languages such as Python, Java or any. - Cybersecurity certifications (If any). - Deep understanding of secure software development practices. - Strong problem-solving skills and attention to details. - Excellent communication and collaboration skills with team members and cross-functional teams - Experience of working for a government set up/ project is desirable

12. Job Title- Business Executive	
Division	NeGD
Designation	Business Executive
No. of Vacancies	13
Reports To	Consultant

Job Description

- Achieve monthly Onboarding target.
- Inter-Ministry & Intra-Ministry communications
- Letter Correspondences, Grievance Management
- Empanelment / Association with various authorities/ organization.
- Formulates strategies and methods for Onboarding.
- Support and work with various department and agencies for the on boarding exercise of a product developed by Ministry of Electronics and IT.
- Coordinate with various departments and the internal product team for various on boarding activities.
- Communicate Government policies to other department for the on boarding exercise.
- Create presentations, business papers, white papers, proposals, manuals and communications.
- Properly escalate unresolved issues to appropriate internal teams for timely resolutions.
- Prioritize and manage several open issues at one time.

Required Profile

Essential Qualification	- Bachelor's degree in any stream
Required Experience	- 3-5 years of experience (preferable) having Corporate Exposure and dealing with senior management. - Liaising with Media, Corporate Houses, and Government departments. - A sound technical knowledge of web and mobile software concepts - Proficiency in drafting presentations, business papers, white papers, technical documents, manuals - Ability to multitask and manage multiple priorities and commitments concurrently. - Commitment to the organization's goals and values. - Excellent communication skills both verbal and written

13. Job Title- Customer Support Executive	
Division	NeGD
Designation	Customer Support Executive
No. of Vacancies	10
Reports To	Team Lead Support

Job Description

- Handle customer complaints, provide appropriate solutions and alternatives within the time limits
- Follow up to ensure resolution Keep records of customer interactions, process customer accounts and file documents.
- Provide accurate, valid, and complete information by using the right methods/tools
- Liaison with development team for identifying ongoing issues, manage response and help development team during resolving the issues.

Required Profile

Essential Qualification	- Graduate in Law/ English/ Journalism/ Economics/ Commerce/ any stream from a recognized University.
Required Experience	- 1-3 years of experience with zeal to handle customer queries and resolve in time bound manner. - Familiarity with MS office, reporting and documentation. - Social Media exposure will be added advantage. - Excellent verbal and written English and Hindi Language. - Experience in customer support - Time-management skills and the ability to work under pressure. - Commitment to the organization's goals and values.

14. Job Title- Product Head	

Division	NeGD
Designation	Product Head
No. of Vacancies	2
Reports To	Director

Job Description

- Product Strategy: The Product Head must develop and implement a product strategy that aligns with the company's overall business strategy. They must identify market opportunities, conduct competitive analysis, and define the product vision and roadmap.
- Product Development: The Product Head must oversee the development of software products from ideation to launch. They must work closely with the development team, UX/UI designers, and other stakeholders to ensure that products are delivered on time, within budget, and to the required quality standards.
- Market Analysis: The Product Head must conduct market analysis to understand customer needs, identify trends, and anticipate changes in the market. They must use this information to guide product development and ensure that the company's products remain competitive and relevant.
- Product Management: The Product Head must manage the entire lifecycle of the company's software products, from development to retirement. They must work closely with sales, marketing, and customer support teams to ensure that products meet customer needs and are successfully adopted in the market.
- Team Management: The Product Head must manage and lead a team of product managers, UX/UI designers, and other stakeholders. They must ensure that team members are motivated, engaged, and working collaboratively to achieve product goals.
- Metrics and Analytics: The Product Head must establish and monitor key performance indicators (KPIs) to track the success of the company's software products. They must use data analytics to identify areas for improvement and optimize product performance.

Required Profile

Essential Qualification	- A bachelor's or master's degree in a relevant field such as business administration, computer science, engineering, or project management.
Required Experience	- At least 10+ years of experience in program management, project management, or delivery management in a related IT and social development sector. - Demonstrated success defining and launching excellent products - Knowledge and experience of creating and implementing design systems - Must have working knowledge of the product landscape, emerging trends, tools and technologies - Experience working in an Agile development environment using methodologies like Scrum and tools like JIRA, Confluence - Proficient understanding of code versioning tools - Git

15.	Job Title- Lead Operation	
Division	NeGD	
Designation	Lead Operations	
No. of Vacancies	2	
Reports To	Director	

Job Description

- Responsible for day-to-day management, resource planning and work allocation to meet service levels
- Ensure that tracking and monitoring of performance of service delivery through all channels is carried out, metrics and reports are analysed, and issues are resolved
- Take ownership of all queries, Identify and highlight issues to relevant departments for resolution and follow through until resolved
- Draft and maintain SoPs (Standard Operation Procedures), guidelines, standards, best practices etc. for regular O&M and technical support
- Implement new tools and functionalities that support changing requirements
- Contribute to continuous improvement, focus on enhancing the platform performance and automation of routine tasks/ activities
- Work effectively in collaboration with other team members

Required Profile

Essential Qualification	• Graduation/ B.E/ B. Tech./ MCA
Required Experience	• 6+ years of proven experience in software development/ testing/ operations & maintenance of which 4+ years should be in managing IT operations; may be relaxed for deserving candidates with exceptional skills/ expertise
	• Operations mindset must be there i.e. sense of urgency in resolving the faults/ issues, diagnosis capability, perseverance and zeal for continuous improvement
	• Applied knowledge in application security, DevOps
	• Working knowledge of API development
	• Working knowledge of SQL, Java related technologies
	• Working knowledge of Linux, shell scripting, OS Ticket
	• Good communication and presentation skills – oral & written

	16. **Job Title- Lead Support**
Division	NeGD
Designation	Lead Support
No. of Vacancies	2
Reports To	Director

Job Description

- Managing the day-to-day operations of the helpdesk team, including scheduling, workload allocation, and task prioritization.
- Setting goals and objectives for the helpdesk team, and monitoring performance against these goals.
- Hiring and training new helpdesk staff members, and providing ongoing coaching and development to existing team members.
- Ensuring that the helpdesk team is providing excellent customer service and technical support to end-users, and resolving customer issues in a timely and effective manner.
- Collaborating with other departments within the organization, such as product development and quality assurance, to identify and resolve software bugs and other technical issues.
- Developing and implementing processes and procedures for managing customer inquiries and support tickets, and ensuring that these processes are followed by the helpdesk team.
- Analyzing data on customer inquiries and support requests to identify trends and areas for improvement in the software product.
- Providing regular reports to senior management on helpdesk performance, customer satisfaction, and software issues.
- Ensuring that the helpdesk team has access to the resources and tools needed to effectively support the software product, such as knowledge bases, training materials, and technical documentation.
- Staying up-to-date with developments in the software industry, and identifying opportunities to improve the helpdesk team's processes and procedures to better serve customers.

Required Profile

Essential Qualification	- Bachelor's degree in Computer Science, Information Technology, or related field

Required Experience	• 5+ years of experience in helpdesk management or customer support management
	• Excellent communication and interpersonal skills
	• Strong problem-solving and critical thinking skills
	• Knowledge of software products and software development methodologies
	• Experience with helpdesk or customer support tools and software
	• Strong leadership and team management skills
	• Ability to manage multiple projects and tasks simultaneously
	• Ability to analyze data and metrics to identify trends and areas for improvement

17. Job Title- Product Manager	
Division	NeGD
Designation	Product Manager
No. of Vacancies	2
Reports To	Director

Job Description

- Gain a deep understanding of customer experience, identify and fill product gaps and generate new ideas that increase adoption and usage, improve overall user experience and drive growth
- Lead the UI/UX team to carry out UX research, creation of wireframes and prototypes and information architecture for different types of frontend interfaces
- Create UI and UX design guidelines and standards that can be used to improve the overall User Experience of these applications
- Handhold different departments to implement these guidelines.
- Lead team for UX design of different frontend interfaces.
- Provide guidance to the development team for development, testing and deployment of reusable component repositories in different languages and libraries (Javascript - React, Vue, Angular, Svelte etc, HTML, CSS, Mobile Apps - Android, iOS, React Native etc., Bot frontends)
- The job holder will also be responsible for monitoring and reporting the progress of the project implementation to relevant stakeholders and highlighting and mitigating risks especially w.r.t design and technology.
- Translate business requirements to product design, development, and execution.
- Collect, organize, analyze, and disseminate significant amounts of information with attention to detail
- Discuss and communicate capabilities, opportunities, and recommendations to both technical and non-technical audiences
- Liaise & coordinate with internal NeGD teams and relevant external agencies to come up with solutions for critical problems and issues being faced during implementation
- Perform product demos to customers

Required Profile

Essential Qualification	• B.E/B. Tech./ MCA/MBA
Required Experience	• 5+ years of proven software development experience in IT • Demonstrated success defining and launching excellent products • Knowledge and experience of creating and implementing design systems • Must have working knowledge of the product landscape, emerging trends, tools and technologies • Experience working in an Agile development environment using methodologies like Scrum and tools like JIRA, Confluence • Proficient understanding of code versioning tools - Git

General Conditions Applicable To All Applicants Covered Under This Advertisement

1. Those candidates, who are already in regular or contractual employment under Central / State Government, Public Sector Undertakings or Autonomous Bodies, are expected to apply through proper channel or attach a 'No Objection Certificate' from the employer concerned with the application OR produce No Objection Certificate at the time of interview.

2. Digital India Corporation reserves the right to fill all or some or none of the positions advertised without assigning any reason as it deems fit.

3. The positions are purely temporary in nature for the project of Digital India Corporation and the appointees shall not derive any right or claim for permanent appointment at Digital India Corporation or on any vacancies existing or that shall be advertised for recruitment by Digital India Corporation in future.

4. Digital India Corporation reserves the right to terminate the appointments of all positions with a notice of one month or without any notice by paying one month's salary in lieu of the notice period.

5. The maximum age shall be as on the last date of receipt of the applications. Screening of applications will be based on qualifications, age academic record and relevant experience.

6. In case of a query, the following officer may be contacted

Ms. Vinaya Viswanathan
Head HR
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