

Advt. No. DIC/3(14)/NCB/TSA/04/2022

Digital India Corporation

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New Delhi – 110003

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Website: www.dic.gov.in

Web Advertisement

09.08.2023

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	Positions
1.	Product Cum Project Manager	1
2.	Developer (Front-end and Back-end)	1
3.	Developer –Maintenance & Tech Support	1
4.	QA Tester	1
5.	Business Analyst	1
6.	Tech Support Executives	2
7.	Content Manager	1
8.	System Admin/DevOps	1
9.	UI/UX Designer	1

** The place of posting shall be in New Delhi but transferable to project locations of Digital India Corporation as per existing policy of Digital India Corporation.

Screening of applications will be based on qualifications, age, 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 **DIC, NeGD, MyGov, & MeitY** viz. **www.dic.gov.in, www.negd.gov.in, www.mygov.in, & www.meity.gov.in**

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

01. Job Description: Product cum Project Manager

Job Title: Product cum Project Manager

No of Posts: 01

Project: Development, Operations and Implementation of MANAS Helpline Platform

Salary: Commensurate Qualifications, skills and experience

Roles & Responsibilities

- **Project Planning and Strategy:** Develop a detailed project plan outlining project scope, goals, objectives, deliverables, and timelines. Collaborate with stakeholders to define project requirements and establish clear project milestones.
- **Product Expertise:** Possess a deep understanding of call centre technologies, software platforms, telephony systems, customer relationship management (CRM) tools, and related products. Evaluate, select, and recommend appropriate products and solutions that align with the project's requirements and objectives.
- **Resource Allocation:** Identify and allocate the necessary resources, including personnel, technology, equipment, and budget, to support the call center setup project.
- **Vendor Management:** Source, evaluate, and manage vendors and suppliers for necessary equipment, software, and services related to the call center setup. Negotiate contracts, monitor vendor performance, and ensure timely delivery of materials.
- **Cross-Functional Collaboration:** Coordinate efforts with different departments such as IT, operations, HR, and facilities to ensure smooth integration of the call center setup into existing organizational processes.
- **Project Execution and Monitoring:** Oversee day-to-day project activities, ensuring tasks are completed as per the project plan. Monitor project progress, identify deviations, and take corrective actions to keep the project on track.
- **Risk Management:** Identify potential risks and issues that could impact project timelines, budget, or quality. Develop mitigation strategies and contingency plans to address these risks.
- **Project Execution and Monitoring:** Oversee the day-to-day activities of the project, ensuring tasks are completed on time and within budget. Monitor project performance and identify deviations from the project plan; take corrective actions as necessary. Manage risks and issues that arise during the project lifecycle.
- **Quality Assurance:** Ensure that the call centre setup meets established quality standards and customer service requirements. Conduct testing and validation to ensure the functionality and reliability of technology and processes.
- **Change Management:** Implement change management strategies to facilitate the transition to the new call centre setup, including training, communication, and support for employees.

- **Reporting and Documentation:** Maintain accurate and up-to-date project documentation, including progress reports, budgets, and project plans. Provide regular updates to senior management on project status, highlighting achievements and challenges.

Qualification & Experience

Master's degree in Business Administration, Project Management, or in a related field.

7+ years of proven experience preferably in call center setup projects or related domains.

02. Job Description: Developer (Front-end and Back-end)

Job Title: Developer (Front-end and Back-end)

No of Posts: 01

Project: Development, Operations and Implementation of MANAS Helpline Platform

Salary: Commensurate Qualifications, skills and experience

Roles & Responsibilities

- Working Experience in PHP, PHP Frameworks (Laravel, Yii, Code Ignitor, Cake PHP) APIs integration
- Working Experience of 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.
- Working Experience of web technologies including HTML, CSS, JavaScript, AJAX, JQuery etc.

Qualification & Experience

B.E/B. Tech in a CS,IT/MCA/M.Sc (CS/IT)

5+ years of post-qualification experiences in building large enterprise-systems integrating multiple data sources and databases.

03. Job Description: Developer –Maintenance & Tech Support

Job Title: Developer –Maintenance & Tech Support

No. of Posts: 01

Project: Development, Operations and Implementation of MANAS Helpline Platform

Salary: Commensurate Qualifications, skills and experience

Roles & Responsibilities

- Working Experience in PHP, PHP Frameworks (Laravel, Yii, Code Ignitor, Cake PHP) APIs integration
- Working Experience of 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.
- Working Experience of web technologies including HTML, CSS, JavaScript, AJAX, JQuery etc.
- Should be proficient in and not limited to understanding of:
 - HTTP/HTTPS
 - API Calls
 - REST/SOAP
 - Auth 2.0
 - AJAX
 - MVC Architecture
 - Version Control
- Good knowledge of Git
- Knowledge of python may be a definite plus

Qualification & Experience

B.E/B. Tech in a CS,IT/MCA/M.Sc (CS/IT)

3+ years of post-qualification experiences in building large enterprise-systems integrating multiple data sources and databases.

04. Job Description: QA Tester

Job Title: QA Tester

No. of Posts: 01

Project: Development, Operations and Implementation of MANAS Helpline Platform

Salary: Commensurate Qualifications, skills and experience

Roles & Responsibilities

- Expertise in manual and automated testing of client and server applications using tools such as Selenium.
- Hands on experience in load testing using JMeter.
- Must have hands-on experience in QA Role (Mobile & WebApplications)
- Working experience in an Agile Scrum development process.
- Hands-on experience in testing latest mobile platforms (IOS andAndroid).
- Experience in handling Native and Hybrid applications testing.
- Experience in writing clear, concise and comprehensive test plans andtest cases.
- Strong testing aptitude with a clear understanding of testing concepts(testing life cycle test plan test strategy defect life cycle).
- Familiarity with common issue-tracking tools (i.e. JIRA, Bugzilla, etc.)
- Familiarity with common issue-tracking tools (i.e. JIRA, Bugzilla, etc.)
- Ability to collaborate and communicate effectively with all project roles, across multiple project teams.

Qualification & Experience

B.E/B. Tech in a CS, IT/MCA/M.Sc (CS/IT)

3+ years of post-qualification experiences in Software Testing.

05. Job Description: Business Analyst

Job Title: Business Analyst

No. of Posts: 01

Project: Development, Operations and Implementation of MANAS Helpline Platform

Salary: Commensurate Qualifications, skills and experience

Roles & Responsibilities

- Analytical approach with experience in describing and building the business processes.
- Understanding of any of Resource Inventory, Activations, Integrations, Discovery & Reconciliation modules.
- Solid understanding of BPMN and UML (business process notation).
- Must have experience in direct customer interactions.
- Understanding of APIs
- Software development technology knowledge, especially scripting languages such as Python, Groovy, Javascript, etc
- Experience in low-code approach applications/solutions
- Knowledge of Micro-services architecture
- Must have good written and verbal English communication skills.
- Good team player, effective communication, ability to articulate complex solutions to business and technology audience alike.
- Understanding of software development best practices and standards used in project lifecycles.
- Experience working at customer locations and/or distributed teams would be an added advantage network Vulnerability Assessment & Penetration Testing
- Experience in Vulnerability Assessment and Penetration testing using industry standard tools.

Qualification & Experience

Graduate in relevant field

5+ years of post-qualification experiences as business analyst/ requirement gathering/client interfacing.

06. Job Description: Tech Support Executives

Job Title: Tech Support Executives

No. of Posts: 02

Project: Development, Operations and Implementation of MANAS Helpline Platform

Salary: Commensurate Qualifications, skills and experience

Roles & Responsibilities

- 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.
- Familiar with software development language PHP/ Python/ Java Script.
- Familiarity with MS office, reporting and documentation.
- Working knowledge of Linux, shell scripting, OS Ticket etc
- Good communication skills - verbal and written
- Training staff on newly installed hardware and software systems.
- Experience in Vulnerability Assessment and Penetration testing using industry standard tools.

Qualification & Experience

B.E / B.Tech / MCA or equivalent degree in IT/CS with good academic credentials.

1+ year of experience in Tech Support

07. Job Description: Content Manager

Job Title: Content Manager

No. of Posts: 01

Project: Development, Operations and Implementation of MANAS Helpline Platform

Salary: Commensurate Qualifications, skills and experience

Roles & Responsibilities

- Develop, write, and deliver persuasive copy for the website, email marketing campaigns, sales collateral, videos, and blogs
 - Analyze content marketing metrics and makes changes as needed
 - Collaborate with other departments to create innovative content ideas.
 - Leverage keyword research, analytics and SEO tools in order to identify content gaps and advise SEO copywriters
 - Review existing content on website(s) and advise on strategies to refresh or better optimize
 - Monitoring competitor content strategies to ensure we are always leading from an SEO perspective
 - Supply relevant information to Project Manager in order to produce content briefs
 - Writing event descriptions, manuals and handbooks
 - Writing several interactive pieces for customer-engaging activities.
 - Writing content for meta keywords and description tags
 - Writing other internal documents and customer-facing communication
 - Writing marketing-related documentation where required
 - Knowledge of compliance with the law (e.g. copyright and data protection) measuring work in process, interpreting results, and taking corrective action
 - Administers program and system tests. Develops and administers data verification methods and plans as needed
 - Develops system documentation. Develops documentation standards
 - Research technology trends/directions. Identifies and recommends tools and technologies using best practices/industry standards to support the strategic direction and to assist in deploying appropriate business initiatives
 - Ability to lead in customer meetings and status calls with requested reports and documentation
 - Ability to draft and proof-read internal and customer-facing documents
 - Ability to work with the presales team in scope and planning the delivery of new services for new and existing customers
 - Mentor and lead junior members of the infrastructure and database team
- Ensure that all contracted services are delivered according to what has been defined in the contract, follow SLA Models and operational procedures

Qualification & Experience

Graduate in any relevant area

3+ years of post-qualification experience in the relevant area i.e. content management including SEO/ optimization etc.

08. Job Description: System Admin

Job Title: System Admin

No. of Posts: 01

Project: Development, Operations and Implementation of MANAS Helpline Platform

Salary: Commensurate Qualifications, skills and experience

Roles & Responsibilities

- Analyse cloud resource deployment summary data
- Monitor cloud resource key metrics
- Integrate cloud systems into the current environment
- Resolve operational problems
- Evaluate and implement new cloud computing technologies
- Manage Load balancing
- Backup/restore and other storage-centric duties
- Administration and troubleshooting of web servers and web applications running on Tomcat, Apache, IIS, Nginx; Tomcat preferred
- Identity Access Management, Single Sign-on Configuration/Support (SSO)
- Installing, configuring, troubleshooting, and tuning a major network application with a database backend and a web front-end
- Implement and support security policies and data retention
- Manage problem resolution to satisfactory completion by keeping abreast of assigned tickets and following the proper escalation processes via the ticketing system
- Review, test, and make recommendations for standard email practices.
- Experience with supporting anti-spam filtering, logging and email tracking and transport rules
- Monthly audits on the Active Directory environment to reconcile users.
- Consult with Integrated Product Teams (IPT) and product owners to establish better process flow to mitigate incidents/tasks.
- In charge of onboarding/off boarding users.

Train local support team members, Relationship Managers and Data Analysts on incident origination processes and modifications implemented within the ticketing system.

Qualification & Experience

Graduate in CS/ IT or in any other relevant fields

5+ years of relevant experience

09. Job Description: UI/UX Designer

Job Title: UI/UX Designer

No. of Posts: 01

Project: Development, Operations and Implementation of MANAS Helpline Platform

Salary: Commensurate Qualifications, skills and experience

Roles & Responsibilities

- In-depth knowledge of designing customer journeys for various platforms like Android, iOS, Web and Web responsive
- Has experience in UI design tools such as Figma, Canva, Sketch, AdobeXD, Photoshop, Illustrator, and Invision
- Experience or understanding of designing systems to be accessible for users with special needs is desirable

Can manage end-to-end UX processes including conceptualization, information architecture design, interaction design and visual design

Qualification & Experience

Graduate in any relevant field

5+ Years in UX designing projects.

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
Digital India Corporation
Electronics Niketan Annexe,
6 CGO, Complex Lodhi Road,
New Delhi – 110003
Phone No. 011-24303500, 24360199