

a) **Position, Level, Experience range and Remuneration Details**

#	Position / Designation	Level	Nos.	Exp. Range (Years)	Indicative Annual remuneration (Rs. Lakhs)
1	Program Manager	Principal Consultant	1	15+	18+
2	Project Manager	Senior Consultant	1	9+	10+
3	Asstt. Manager IT (DevOps)	Senior Consultant	1	9+	10+
4	Business Development Manager	Senior Consultant	1	15 +	10+
5	Senior Security Analyst	Senior Consultant	1	9+	10+
6	IT infra manager (SDC)	Senior Consultant	1	9+	10+
7	Service delivery manager	Senior Consultant	1	9+	10+
8	Senior Database Analyst	Senior Consultant	1	9+	10+
9	Operations Manager	Consultant	3	10 +	6+
10	Database Analyst	Consultant	3	5+	6+
11	Software Requirements Analyst–cum-Developer	Consultant	3	5+	6+
12	Software Developer	Consultant	2	5+	6+
13	Team Leader	Consultant	1	5+	6+
14	Systems Engineer (IT infrastructure)	Consultant	1	5+	6+
15	Business Analyst cum UAT expert	Consultant	2	5+	6+
16	Security Analyst	Consultant	4	5+	6+
17	Business Analyst	Consultant	1	5+	6+

Note: Salary figures are indicative and remuneration would be decided by the selection committee based on qualification, experience and current remuneration.

#	Position / Designation (Level)	No. of positions	Educational Qualifications & Experience
1	Program Manager (Principal Consultant)	1	<p>BE / BTech / ME / MTech in Information Technology /Computer Science / Computer Science Engineering or related discipline; OR Any Masters Degree with PMP, Prince 2 or equivalent Project Management certification.</p> <p>Minimum 15 years of total IT experience of which, at least 5 years must be in Web Application Software Project Management and at least 1 year in Program Management of a large scale IT project;</p> <p>Proven expertise in executing large Software and/or IT systems projects is mandatory. Good knowledge of Agile Software Methods and thorough knowledge of SDLC is essential. Experience in executing projects using Agile Methods would a definite plus;</p> <p>Expertise in Business Requirements Analysis, Process Re-engineering, IT Operations Management and Field Operations Management is a must. Exposure to Cultural Change Management would be an added advantage; and</p> <p>Experience in Project Management and/or Program Management for Government(s) is desirable.</p>
2	Project Manager (Senior Consultant)	1	<p>BE / BTech / ME / MTech in Information Technology /Computer Science / Computer Science Engineering or related discipline; OR Any Masters Degree with PMP, Prince 2 or equivalent Project Management certification.</p> <p>Minimum 9 years of total IT experience of which, at least 3 years must be in Web Application Software Project Management;</p> <p>Proven expertise in executing large Software and / or IT systems projects is desired. Good knowledge of Agile Software Methods and thorough knowledge of SDLC is essential. Experience in executing projects using Agile Methods would a definite plus;</p> <p>Expertise in Business Requirements Analysis, Process Re-engineering, IT Operations Management and Field Operations Management is a must. Exposure to Cultural Change Management would be an added advantage; and</p> <p>Experience in Project Management for State Government(s) is desirable.</p>

3	Asstt. Manager IT (DevOps) / (Senior Consultant)	1	<p>BE / BTech / ME / MTech in Information Technology / Computer Science / Computer Science Engineering or related discipline; OR Any Bachelors / Masters Degree with suitable Systems / Network Administration certifications.</p> <p>Minimum 9 years of total system administration / network administration experience of which, at least 5 years must be with the latest web technology products; and 3 years (could overlap) must be in either DevOps or Production Ops of a large IT project;</p> <p>Proven expertise in installation and administration of products and components in Open Source Operating Systems, Web Applications, and Databases is mandatory. Experience with EMS/NMS, Microsoft Products, PHP Frameworks and Application Servers will be an added advantage;Exposure to Virtualization and Cloud Computing would be a plus.</p>
4	Business Development Manager (Senior Consultant)	1	<p>B.E/ B.Tech. (any stream) OR Any Bachelors / Masters Degree; MBA / Diploma in business administration from a reputed institute is highly desirable</p> <p>Minimum 15 years of total experience of which, at least 5 years experience in a leadership role managing P&L for business unit for a medium to large size profit center.</p> <p>Must exhibit excellent business management, sales & marketing, client management, communication, inter-personal and team management skills. Must be highly proactive and possess a positive attitude when dealing with business situation and people.</p> <p>Fully conversant with an IT enabled service delivery ecosystem.</p> <p>Should possess entrepreneurial abilities and explore new business avenues in a Government environment.</p>
5	Senior Security Analyst / (Senior Consultant)	1	<p>Graduate from reputed institute with proven skills in Information Security.</p> <p>Certification equivalent to SSCP, CEH, CISM, OSCP Security Tube, Wi-fi security expert is highly desired.</p> <p>Minimum 9 Years experience working in information security team</p>

6	IT Infrastructure Manager – SDC (Senior Consultant)	1	<p>BE / BTech / ME / MTech in Information Technology / Computer Science / Computer Science Engineering or related discipline</p> <p>Minimum 9 years of total experience with at least 3 years experience in Data center management; preferably with knowledge in Tier 3 Data center operations management. Preference will be given to candidates having relevant industry certifications as ITIL, ITSM etc.;</p> <p>Hands-on experience in operations of EMS/NMS & SLA management tools from leading vendors. Experience in Data Center certifications, ISMS, ISO 27001/other related industry certification;</p> <p>Experience in management of Cloud Infrastructure primarily IaaS and PaaS ;</p> <p>Hands on Experience in EMS/NMS & SLA management tools;</p>
7	Service Delivery Manager (Senior Consultant)	1	<p>BE / BTech / ME / MTech in Information Technology / Computer Science / Computer Science Engineering / Computer Applications or related discipline; OR</p> <p>Any Bachelors / Masters Degree / PG Diploma with relevant industry certifications.</p> <p>Minimum 9 years of total IT experience of which, at least 5 years must be in Team Leadership / Project Management roles using latest web technologies;</p> <p>Proven hands-on expertise in Requirements Analysis and Management is essential. Quality Management experience would be a plus;</p> <p>Experience in software development for State Government applications is desirable.</p>
8	Senior Database Analyst (Senior Consultant)	1	<p>BE / BTech / ME / MTech in Information Technology / Computer Science / Computer Science Engineering or related discipline.</p> <p>Minimum 9 years of total IT experience of which, at least 4 years should as a lead designer / database analyst working on production databases;</p> <p>Proven hands-on experience in database design and/or administration of MySQL or PostgreSQL databases on Linux / Unix variants is a must. Expertise in other databases would be an added advantage;</p> <p>Must have the ability to automate database management, data management, and administration activities through shell scripts / SQL scripts / other programs or tools;</p> <p>Experience in database clustering, replication technologies, performance tuning, backup and recovery tools, etc., is highly desirable.</p>

9	Operations Manager (Consultant)	3	<p>Bachelor's or Master's Degree in any discipline. MBA / Diploma in business administration from a reputed institute is highly desirable</p> <p>Minimum 10 years of total experience of which 5 years or more in a service centric operations management capacity in a medium to large company. Fully conversant with an IT enabled service delivery ecosystem.</p> <p>Must possess demonstrable management skills in a geographically distributed operational setup meeting very challenging targets. Must be detail oriented and highly motivated with ability to set and achieve goals, client service focus with good understanding of business management and having strong business acumen.</p> <p>Must have ability to communicate effectively through verbal and written communications. Must have experience in building strong work teams, training, development and should have ability to deal with uncertainty and flexibility in terms of working times, dealing with different viewpoints and open to new ideas.</p>
10	Database Analyst (Consultant)	3	<p>Bachelors / Masters degree in Information Technology /Computer Science / Computer Science Engineering / Computer Applications or related discipline; OR Any Bachelors / Masters Degree / PG Diploma with relevant industry certifications.</p> <p>Minimum 5 years of total IT experience as a lead designer / database analyst working on production databases;</p> <p>Proven hands-on experience in database design and/or administration of MySQL or PostgreSQL databases on Linux / Unix variants is a must. Expertise in other data bases would be an added advantage;</p> <p>Must have the ability to automate database management, data management, and administration activities through shell scripts / SQL scripts / other programs or tools;</p> <p>Experience in database clustering, replication technologies, performance tuning, backup and recovery tools, etc., is highly desirable.</p>

11	Software Requirements Analyst -cum- Developer (Consultant)	3	<p>Bachelors / Masters degree in Information Technology / Computer Science / Computer Science Engineering / Computer Applications or related discipline;</p> <p style="text-align: center;">OR</p> <p>Any Bachelors / Masters Degree / PG Diploma with relevant industry certifications.</p> <hr/> <p>Minimum 5 years of total IT experience of which, at least 3 years must be in software requirements capture, analysis and development with web based applications on Open Source platforms;</p> <p>Proven expertise in Open Source software development—especially the use of frameworks is a must;</p> <p>Expertise in the use of UML, related tools and methodologies for requirements capture, management and analysis will be an added advantage.</p>
12	Software Developer (Consultant)	2	<p>Bachelors / Masters degree in Information Technology / Computer Science / Computer Science Engineering / Computer Applications or related discipline;</p> <p style="text-align: center;">OR</p> <p>Any Bachelors / Masters Degree / PG Diploma with relevant industry certifications.</p> <hr/> <p>Minimum 5 years of total IT experience in a software maintenance / development project, preferably a web – based application.</p> <p>Excellent analytical skills complemented by good verbal and written communication. Strong skills on managing business data using commercial grade / open source DBMS.</p> <p>Programming experience, particularly in the areas of reporting, MIS etc. in any open source technologies is highly desirable.</p> <p>One of the key job requirements is to coordinate with multiple field organizations for business reporting and data analysis.</p>

13	Team Leader (Consultant)	1	<p>Bachelors / Masters degree in Information Technology / Computer Science / Computer Science Engineering / Computer Applications or related discipline;</p> <p style="text-align: center;">OR</p> <p>Any Bachelors / Masters Degree / PG Diploma with relevant industry certifications</p> <hr/> <p>Minimum 5 years of total IT experience of which, at least 2 years must be in Project coordination role in large enterprise project.</p> <p>Expertise in Business Requirements Analysis, Process Re-engineering, IT Operations Management and Field Operations Management is a must. Exposure to Cultural Change Management would be an added advantage;</p> <p>Experience in coordination for projects for State Government(s) is desirable.</p>
14	Systems Engineer (IT infrastructure) / Consultant	1	<p>Bachelors / Masters degree in Information Technology / Computer Science / Computer Science Engineering / Computer Applications or related discipline;</p> <p style="text-align: center;">OR</p> <p>Any Bachelors / Masters Degree / PG Diploma with relevant industry certifications.</p> <hr/> <p>Minimum 5 years of technical experience with infrastructure, networking, desktop / laptop and user support.</p> <p>Familiarity with data center and WAN is highly desirable. People with industry certifications and understanding of support processes would be preferred.</p> <p>Experience providing remote support to geographically spread large user base (preferably Indian users) and working experience coordinating with vendors for support activities is desired.</p>

15	Business Analyst cum UAT expert (Consultant)	2	<p>Bachelors / Masters degree in Information Technology / Computer Science / Computer Science Engineering / Computer Applications or related discipline; OR Any Bachelors / Masters Degree / PG Diploma with relevant industry certifications.</p> <p>Minimum 5 years of total IT experience of which, at least 2 years must be in software requirements capture and analysis with web based applications; Proven expertise in customer interaction and the use of established tools and methodologies for requirements capture, management and analysis; as well as technology enabled process re-engineering; Expertise in UML would be a plus; Experience in software development would also be a plus; and Experience in working for State Government applications is desirable</p>
16	Security Analyst / (Consultant)	4	<p>Graduate from reputed institute with proven skills in Information Security.</p> <p>Certification equivalent to SSCP, CEH, CISM, OSCP Security Tube, Wi-fi security expert is highly desired..</p> <p>Minimum 5 Years experience working in information security team</p>
17	Business Analyst (Consultant)	1	<p>Bachelors / Masters degree in Information Technology / Computer Science / Computer Science Engineering / Computer Applications or related discipline; OR Any Bachelors / Masters Degree / PG Diploma with relevant industry certifications.</p> <p>Minimum 5 years of total IT experience of which, at least 2 years must be in software requirements capture and analysis with web based applications; Proven expertise in the use of established tools and methodologies for requirements capture, management and analysis; as well as technology - enabled process re-engineering; Expertise in UML would be a plus; Experience in software development would also be a plus; and Experience in working for State Government applications is desirable</p>

Job Description	
Position / Designation	Program Manager
Level / Rank	Principal Consultant
Requirements	
Educational Qualifications	BE / BTech / ME / MTech in Information Technology / Computer Science / Computer Science Engineering or related discipline; OR Any Masters Degree with PMP, Prince 2 or equivalent Project Management certification.
Experience	Minimum 15 years of total IT experience of which, at least 5 years must be in Web Application Software Project Management and at least 1 year in Program Management of a large scale IT project; Proven expertise in executing large Software and/or IT systems projects is mandatory. Good knowledge of Agile Software Methods and thorough knowledge of SDLC is essential. Experience in executing projects using Agile Methods would a definite plus; Expertise in Business Requirements Analysis, Process Re-engineering, IT Operations Management and Field Operations Management is a must. Exposure to Cultural Change Management would be an added advantage; and Experience in Project Management and/or Program Management for Government(s) is desirable.
Other	The candidate must have strong technical and project management skills. Must be results-oriented, energetic and be willing to learn as well as take on responsibilities in a dynamic and service-oriented environment.
Roles & Responsibilities	
<ul style="list-style-type: none"> • Take ownership of the assigned project(s)/program(s) and drive them to successful completion; • Carry out various Project Management tasks such as project planning, team building, task allocation, monitoring and reporting, project risk management, etc.; • Manage client (end-user and project sponsor) interactions, manage their expectations, present available options, recommend selection from the available options and provide timely updates; • Ensure project compliance and/or alignment with relevant standards, guidelines and recommended practices; and • Actively participate and follow up as required, in the areas of project-related procurement, vendor selection, staffing of the project as well as outsourcing management so that project goals and schedules are met. 	

Job Description	
Position / Designation	Project Manager
Level / Rank	Senior Consultant
Requirements	
Educational Qualifications	BE / BTech / ME / MTech in Information Technology /Computer Science / Computer Science Engineering or related discipline; OR Any Masters Degree with PMP, Prince 2 or equivalent Project Management certification.
Experience	Minimum 9 years of total IT experience of which, at least 3 years must be in Web Application Software Project Management; Proven expertise in executing large Software and/or IT systems projects is desired. Good knowledge of Agile Software Methods and thorough knowledge of SDLC is essential. Experience in executing projects using Agile Methods would a definite plus; Expertise in Business Requirements Analysis, Process Reengineering, IT Operations Management and Field Operations Management is a must. Exposure to Cultural Change Management would be an added advantage; Experience in Project Management for State Government(s) is desirable.
Other	The candidate must have strong technical and project management skills. Must be results-oriented, energetic and be willing to learn as well as take on responsibilities in a dynamic and service-oriented environment.
Roles & Responsibilities	
<ul style="list-style-type: none"> • Take ownership of the assigned project(s) and drive them to successful completion; • Carry out various Project Management tasks such as project planning, team building, task allocation, monitoring and reporting, project risk management, etc.; • Manage client (end-user and project sponsor) interactions, manage their expectations, present available options, recommend selection from the available options and provide timely updates; • Actively participate in requirement gathering and analysis, technical design, technology selection and process improvement discussions. Must be able to provide technical leadership to the team by pro-actively suggesting architectural improvements and driving prototypes by hands-on involvement. • Ensure project compliance and/or alignment with relevant standards, guidelines and recommended practices; and • Actively participate and follow up as required, in the areas of project-related procurement, vendor selection, staffing of the project as well as outsourcing management so that project goals and schedules are met. 	

Job Description	
Position / Designation	Asstt. Manager IT (DevOps)
Level / Rank	Senior Consultant
Requirements	
Educational Qualifications	BE / BTech / ME / MTech in Information Technology / Computer Science / Computer Science Engineering or related discipline; OR Any Bachelors / Masters Degree with suitable Systems / Network Administration certifications.
Experience	Minimum 9 years of total system administration / network administration experience of which, at least 5 years must be with the latest web technology products; and 3 years (could overlap) must be in either DevOps or Production Ops of a large IT project; Proven expertise in installation and administration of products and components in Open Source Operating Systems, Web Applications, and Databases is mandatory. Experience with EMS/NMS, Microsoft Products, PHP Frameworks and Application Servers will be an added advantage; Exposure to Virtualization and Cloud Computing would be a plus.
Other	The candidate must have strong hands-on technical skills. Must be results oriented, energetic and be willing to learn new technologies as well as take on responsibilities in a dynamic and service-oriented environment.
Roles & Responsibilities	
<ul style="list-style-type: none"> • Provide the necessary level of service for infrastructure and IT operations management for the Development (in case of DevOps) and Production teams – including security administration; • Install / configure / administer / tune / manage Application Servers, Data Base Servers and other packaged / application software components either on physical servers or create corresponding VM images as may be necessary; • Provide development / operational environment support (including anti-virus) on end-point systems; • Setup and support the development / integration environment for 3rd party development teams including the application software components; • Manage the source code repositories, pro-actively find ways and tools to automate processes to reduce delivery time-lines; • Monitor the systems and take necessary steps to ensure both peak availability and performance. 	

Job Description	
Position / Designation	Business Development Manager
Level / Rank	Senior Consultant
Requirements	
Educational Qualifications	B.E/ B.Tech. (any stream) OR Any Bachelors / Masters Degree; MBA / Diploma in business administration from a reputed institute is highly desirable
Experience	Minimum 15 years of total experience of which, at least 5 years experience in a leadership role managing P&L for business unit for a medium to large size profit center. Must exhibit excellent business management, sales & marketing, client management, communication, inter-personal and team management skills. Must be highly proactive and possess a positive attitude when dealing with business situation and people. Fully conversant with an IT enabled service delivery ecosystem. Should possess entrepreneurial abilities and explore new business avenues in a Government environment.
Other	The candidate must be results-oriented, energetic, pro-active with ability to understand business requirements and convert them into high level product features. Must be business oriented candidate looking for opportunities for new business / growing existing accounts. Must have ability to negotiate with customer and direct product teams.
Roles & Responsibilities	
<ul style="list-style-type: none"> • Establish working relationships with client representatives (departmental end users as well as sponsors) to facilitate account management predominantly from the Government domain and establishment of business road-map for the clients and value delivery from electronic service delivery through the Common Service Centers and other electronic channels • Focus on the end-to-end citizen service delivery operations as an independent business division managing profitability and business objectives • On-board new client departments and progressively enable service and service level maturity in an intensive technology enabled environment • Must have customer-oriented approach with ability to think from customer perspective. Must be pro-active in suggesting process and product changes for increased customer satisfaction. • Carry out business promotional activities to bring in newer services from the Government Departments/Agencies and from other sectors to continually enhance relevant service offerings to the citizens and also strengthen the financial viability for 	

the service delivery channels

- Assist in the pricing of services and other matters related to commercial administration to the extent that it is relevant to the job role
- Understand business requirements and translate these into product roadmap features.
- Be fully familiar with all applicable laws, rules, regulations, standards, guidelines and practices related to the assigned business domain and use this knowledge to advice both the client as well as the Development Team;
- Negotiate requirements of business and technical teams.
- Encourage cross domain efficiencies in a multi-client scenario
- Explore opportunities for synergistic delivery of B2C services relevant to citizens through the CSCs and establish such business associations wherever relevant and necessary
- Any other task that may be assigned.

Job Description	
Position / Designation	Senior Security Analyst
Level / Rank	Senior Consultant
Requirements	
Educational Qualifications	Graduate from reputed institute with proven skills in Information Security. Certification equivalent to SSCP, CEH, CISM, OSCP Security Tube, Wi-fi security expert is highly desired.
Experience	Minimum 9 Years of experience working with Information Security team.
Other	Should be open to learn new technologies and skills.
Roles & Responsibilities	
<ul style="list-style-type: none"> • Working with Information Security team of Haryana Government. 	

Job Description	
Position / Designation	IT Infrastructure Manager – State Data Center
Level / Rank	Senior Consultant
Requirements	
Educational Qualifications	BE / BTech / ME / MTech in Information Technology / Computer Science / Computer Science Engineering or related discipline.
Experience	<p>Minimum 9 years of total experience with at least 3 years experience in Data center management; preferably with knowledge in Tier 3 Data center operations management. Preference will be given to candidates having relevant industry certifications as ITIL, ITSM etc.;</p> <p>Experience in Data Center certifications, ISMS, ISO 27001 / other related industry certification;</p> <p>Experience in management of Cloud Infrastructure primarily IaaS and PaaS;</p> <p>Hand On Experience in EMS/NMS & SLA management tools.</p>
Other	The candidate must have strong hands-on technical skills. Must be results oriented, energetic and be willing to learn new technologies as well as take on responsibilities in a dynamic and service-oriented environment.
Roles & Responsibilities	
<p>Responsible for all deliverables relating to the SDC & SSDG for Haryana state. Single Point of Contact for all responsibilities of State Data Center (SDC) and State eGovernance Service delivery Gateway (SSDG) and management of Service providers with respect to:</p> <ul style="list-style-type: none"> • Effective Data Center consolidation & virtualization; • Effective Cloud enablement of Data center and finalization of Service Catalogue primarily for IaaS and PaaS with Cloud operator; • Effective day to day SDC &SSDG operations management across multiple service providers; • Bring in synergy in SDC, SWAN and SSDG operations by consolidation of SLA monitoring, ticketing system, helpdesk etc.; • Monitoring of ticketing system, SLA etc. and ensure timely resolution of all issues; • Work closely with Third Party Auditors (TPA) for compliance related matter; • Work with SWAN operators for matters related with Internet/SWAN bandwidth; • Work with various Departments for on-boarding of various applications to SDC; • Periodically review and propose changes to SDC related policies and procedures; • Monitor utilization of various links, identify exceptionally high utilization on certain links, perform Root cause analysis (RCA); • Ensure that the policies and procedure are followed; 	

- Monitoring of Security incident reporting;
- Ensure SDC knowledge management by capturing the solutions and leading practices employed in the network management;
- Risk Management and escalation to higher levels for mitigation;
- Manage change requests and ensure change control;
- Responsible for all procedure and other technical documentation;
- Strong organizational, presentation, and customer service skills.

Job Description	
Position / Designation	Service Delivery Manager
Level / Rank	Senior Consultant
Requirements	
Educational Qualifications	BE / BTech / ME / MTech in Information Technology / Computer Science / Computer Science Engineering / Computer Applications or related discipline; OR Any Bachelors / Masters Degree / PG Diploma with relevant industry certifications.
Experience	Minimum 9 years of total IT experience of which, at least 5 years must be in a Team Leadership / Project Management using latest web technologies; Proven hands-on expertise in Requirements Analysis and Management is essential. Quality Management experience would be a plus; Experience in software development for State Government applications is desirable.
Other	The candidate must have strong analytical, communication and interpersonal skills. Must be results-oriented, energetic and be willing to take on responsibilities in a dynamic and service-oriented environment.
Roles & Responsibilities	
<ul style="list-style-type: none"> • Take ownership of all client (departmental) requirements, ensure satisfactory delivery through effective communication with development and product IT systems teams; • Provide guidance to both clients (end-users as well as project sponsors) in the areas of business process re-engineering and system requirements – helping them adapt to & adopt new ideas and technologies; • Actively participate in project management reviews; • Monitor the implementation of requirements by the development team through structured project activities as requested by the project manager; • Monitor IT system business operations parameters and keep clients apprised with relevant analyses; • Pro-actively look for opportunities for scope expansion of the engagement with the clients and work towards adding significant value to the engagement with them. 	

Job Description	
Position / Designation	Senior Database Analyst
Level / Rank	Senior Consultant
Requirements	
Educational Qualifications	Bachelors / Masters degree in Information Technology / Computer Science / Computer Science Engineering / Computer Applications or related discipline; OR Any Bachelors / Masters Degree / PG Diploma with relevant industry certifications.
Experience	Minimum 9 years of total IT experience of which, at least 4 years should as a lead designer / database analyst working on production databases; Proven hands-on experience in database design and/or administration of MySQL or PostgreSQL databases on Linux / Unix variants is a must. Expertise in other databases would be an added advantage; Must have the ability to automate database management, data management, and administration activities through shell scripts / SQL scripts / other programs or tools; Experience in database clustering, replication technologies, performance tuning, backup and recovery tools, etc., is highly desirable.
Other	The candidate must be results-oriented, energetic and be willing to learn new technologies and tools; as well as take on responsibilities in a dynamic and service-oriented environment. Must be able to work as an individual contributor.
Roles & Responsibilities	
<ul style="list-style-type: none"> • Take ownership of production databases, database administration and data management; • Understand the data models and be able to build up on existing models to cater to evolving requirements; • Take charge of all data import / export / migration requirements related to production data / database operations including data transformations required when importing data from legacy databases; • Develop as needed, data import / export / migration and database monitoring / operations automation tools; • Undertake timely database / query performance analysis and tuning; as well as suggest improvements for query performance to development teams; • Take adequate database security measures including protection of PII and sensitive data. 	

Job Description	
Position / Designation	Operations Manager
Level / Rank	Consultant
Requirements	
Educational Qualifications	<p>Bachelor's or Master's Degree in any discipline.</p> <p>MBA / Diploma in business administration from a reputed institute is highly desirable</p>
Experience	<p>Minimum 10 years of total experience of which 5 years or more in a service centric operations management capacity in a medium to large company. Fully conversant with an IT enabled service delivery ecosystem.</p> <p>Must possess demonstrable management skills in a geographically distributed operational setup meeting very challenging targets.</p> <p>Must be detail oriented and highly motivated with ability to set and achieve goals, client service focus with good understanding of business management and having strong business acumen.</p> <p>Must have ability to communicate effectively through verbal and written communications. Must have experience in building strong work teams, training, development and should have ability to deal with uncertainty and flexibility in terms of working times, dealing with different viewpoints and open to new ideas.</p>
Other	<p>The candidate must be results-oriented, energetic, proactive with ability to communicate with various stakeholder ranging from state Government departments, district officials, vendors and IT operations team working in State headquarters.</p> <p>Candidate must be avid problem solver with go- getter attitude possessing excellent communication skills.</p> <p>Must be open for travel throughout Haryana on need basis.</p>
Roles & Responsibilities	
<ul style="list-style-type: none"> • Focus on end-to-end citizen service delivery operations for assigned region under direct span of control. Oversee working of service delivery channels and ensure adherence to quality standards by periodic audits • Coordinate and work with district administration, Government officials, IT teams and other stakeholders to pro-actively figure out and find resolution to problems related to manpower, technology, resources etc. • Facilitate back office service delivery support needs in time bound manner. • Collect and share feedback helpful with HQ to aid in formulation of policies, procedures, guidelines and such other enabling needs to meet service delivery in a manner that is convenient and cost effective to the citizen • Develop good understanding of IT system and communicate benefits to field functionaries by organizing trainings and other unstructured methods. • Assist in the pricing of services and other matters related to commercial administration to the extent that it is relevant to the job role 	

- Support all compliance needs for assigned region
- Collect data from various sources, collate and report status periodically to relevant stakeholders including departments, HQ and district administration.
- Ensure coordination between various field functions such as the DeGS/DITS and external agencies to ensure delivery of targeted citizen services in a time bound manner as per quality requirements.
- Must have customer-oriented approach with ability to think from customer perspective. Must be able to pro-actively anticipate customer requirements and ensure customer satisfaction by relevant actions.
- Travel across service centers and provide basic hand-holding and other support to stakeholders on need basis. Effectively coordinate between local field functionaries and core team located in headquarters. Assist in coordination related to data related activities including collection, collation, digitization, trainings, roll-out of new center
- Any other task that may be assigned

Job Description	
Position / Designation	Database Analyst
Level / Rank	Consultant
Requirements	
Educational Qualifications	Bachelors / Masters degree in Information Technology / Computer Science / Computer Science Engineering / Computer Applications or related discipline; OR Any Bachelors / Masters Degree / PG Diploma with relevant industry certifications.
Experience	Minimum 5 years of total IT experience as a lead designer / database analyst working on production databases; Proven hands-on experience in database design and/or administration of MySQL or PostgreSQL databases on Linux / Unix variants is a must. Expertise in other data bases would be an added advantage; Must have the ability to automate database management, data management, and administration activities through shell scripts / SQL scripts / other programs or tools; Experience in database clustering, replication technologies, performance tuning, backup and recovery tools, etc., is highly desirable.
Other	The candidate must have strong analytical, communication and interpersonal skills. Must be results-oriented, energetic and be willing to take on responsibilities in a dynamic and service-oriented environment.
Roles & Responsibilities	
<ul style="list-style-type: none"> • Take ownership of production databases, database administration and data management; • Understand the data models and be able to build up on existing models to cater to evolving requirements; • Take charge of all data import / export / migration requirements related to production data / database operations including data transformations required when importing data from legacy databases; • Develop as needed, data import / export / migration and database monitoring / operations automation tools; • Undertake timely database / query performance analysis and tuning; as well as suggest improvements for query performance to development teams; • Take adequate database security measures including protection of PII and sensitive data. 	

Job Description	
Position / Designation	Software Requirements Analyst -cum- Developer
Level / Rank	Consultant
Requirements	
Educational Qualifications	Bachelors / Masters degree in Information Technology / Computer Science / Computer Science Engineering / Computer Applications or related discipline; OR Any Bachelors / Masters Degree / PG Diploma with relevant industry certifications.
Experience	Minimum 5 years of total IT experience of which, at least 3 years must be in software requirements capture, analysis and development with web based applications on Open Source platforms; Proven expertise in Open Source software development—especially the use of frameworks is a must; Expertise in the use of UML, related tools and methodologies for requirements capture, management and analysis will be an added advantage.
Other	The candidate must have strong analytical, communication and interpersonal skills. Must be results-oriented, energetic and be willing to take on responsibilities in a dynamic and service-oriented environment. Must be able to work as an individual contributor.
Roles & Responsibilities	
<ul style="list-style-type: none"> • Capture, analyze and manage software requirements in a systematic manner; • Develop ad-hoc tools and software components – with special emphasis on reusable objects / components across projects; • Actively participate in requirements reviews and process re-engineering activities; • Actively collaborate with developers in making them understand the requirements and expectations; • Provide feedback on functional requirements compliance as required by the project manager(s); • Keep track of new tools, technologies and frameworks; conduct proactive research on their implementability in the context of current projects – through development of proofs of concept ; and • Take the responsibility of ensuring functional requirements satisfaction during System Testing; • Undertake any other software engineering responsibilities as assigned from time to time. 	

Job Description	
Position / Designation	Software Developer
Level / Rank	Consultant
Requirements	
Educational Qualifications	Bachelors / Masters degree in Information Technology / Computer Science / Computer Science Engineering / Computer Applications or related discipline; OR Any Bachelors / Masters Degree / PG Diploma with relevant industry certifications.
Experience	Minimum 5 years of total IT experience in a software maintenance / development project, preferably a web – based application. Excellent analytical skills complemented by good verbal and written communication. Strong skills on managing business data using commercial grade / open source DBMS. Programming experience, particularly in the areas of reporting, MIS etc. in any open source technologies is highly desirable. One of the key job requirements is to coordinate with multiple field organizations for business reporting and data analysis.
Other	The candidate must be results-oriented, energetic, pro-active having excellent analytical skills. Candidate should have zeal for learning new technologies and skills.
Roles & Responsibilities	
<ul style="list-style-type: none"> • Work on production and staging systems to extract reports from database using database queries / reporting tools. • Write high performance queries / custom programs for reporting and software purpose to aid MIS for business users / stakeholders. • Doing first-hand analysis of issues arising from system, try root cause analysis, provide work-around and escalate findings to engineering team for long-term fixes. • Provide technical / coordination support to field teams, engineering teams as required. • Assist in data analysis, data base management related activities including querying relational database to mine data for reporting purpose. Assist stakeholders by providing periodic reports in agreed format. • Assist in management of website by managing content, fixing any problems, pro-actively finding out, analyzing and fixing any issues. • Assist in root cause analysis and resolution of any technical issues related to applications, data, systems or any other IT equipment. • Assist in internal IS functions as need arises. 	

Job Description	
Position / Designation	Team Leader
Level / Rank	Consultant
Requirements	
Educational Qualifications	Bachelors / Masters degree in Information Technology / Computer Science / Computer Science Engineering / Computer Applications or related discipline; OR Any Bachelors / Masters Degree / PG Diploma with relevant industry certifications.
Experience	Minimum 5 years of total IT experience of which, at least 2 years must be in Project coordination role in large enterprise project. Expertise in Business Requirements Analysis, Process Re-engineering, IT Operations Management and Field Operations Management is a must. Exposure to Cultural Change Management would be an added advantage; and Experience in coordination for projects for Government(s) is desirable.
Other	The candidate must be results-oriented, energetic, pro-active having excellent analytical skills. Candidate should have zeal for learning new technologies and skills.
Roles & Responsibilities	
<ul style="list-style-type: none"> • Coordinate and follow up with user departments, service provider, suppliers, infrastructure providers and other stakeholders for project related activities including requirement gathering, feedback / review sessions, sign-offs • Report, Analyze, track and coordinate for resolution of project issues related to infrastructure, technology, application, requirements or communication. Ensure timely and satisfactory resolution of issue on time. Escalate issues timely if warranted. • Manage client (end-user and project sponsor) interactions, manage their expectations, present available options, recommend selection from the available options and provide timely updates; • Ensure project compliance and/or alignment with relevant standards, guidelines and recommended practices; and • Actively participate and follow up as required, in the areas of project-related procurement, vendor management, staffing as well as outsourcing management related activities 	

Job Description	
Position / Designation	Systems Engineer (IT infrastructure)
Level / Rank	Consultant
Requirements	
Educational Qualifications	Bachelors / Masters degree in Information Technology / Computer Science / Computer Science Engineering / Computer Applications or related discipline; OR Any Bachelors / Masters Degree / PG Diploma with relevant industry certifications.
Experience	Minimum 5 years of technical experience with infrastructure, networking, desktop / laptop, peripherals for user support. Familiarity with related industry certifications and support process would be desired. Experience providing support remotely to geographically spread large user base (preferably Indian users) and working experience coordinating with vendors for support activities is desired.
Other	The candidate must be results-oriented, energetic, pro-active having excellent analytical skills. Candidate should have zeal for learning new technologies and skills.
Roles & Responsibilities	
<ul style="list-style-type: none"> • Handle Customer technical issues and support laptop, desktop, tablets, printers, infrastructure, networking equipments , operating system (Windows / Linux/ Andorid) and other peripherals. • Provide remote / on-site technical support to CSC operators throughout state. Answer questions from users about features and capabilities, provide technical support by necessary guidance to end user, configuration, fixing of issues to ensure high availability and high performance of systems. Respond to customer inquiries, primarily via email and telephone. Resolve any customer technical issues through diligent research, reproduction, and troubleshooting • Track, monitor, follow up and work pro-actively for resolution of all the reported issues. Conduct customer follow up calls to ensure satisfaction of services delivered. • Track warranties, configuration and other requirements for devices and peripherals and ensure there is no service disruption. • Install / configure / administer / tune / manage Application Servers, Data Base Servers and other packaged / application software components; • Provide development / operational environment support (including anti-virus) on end-point systems; Assist users with upgrades and installation; • Document all technical inquiries; develop and review content for knowledge-base; 	

Job Description	
Position / Designation	Business Analyst cum UAT expert
Level / Rank	Consultant
Requirements	
Educational Qualifications	Bachelors / Masters degree in Information Technology / Computer Science / Computer Science Engineering / Computer Applications or related discipline; OR Any Bachelors / Masters Degree / PG Diploma with relevant industry certifications.
Experience	Minimum 5 years of total IT experience of which, at least 2 years must be in software requirements capture and analysis with web based applications; candidate must have directly interfaced with clients during this period; Proven expertise in the use of established tools and methodologies for requirements capture, management and analysis; as well as technology-enabled process reengineering; Expertise in UML would be a plus; Experience in software development would also be a plus; and Experience in working for State Government applications is desirable.
Other	The candidate must be results-oriented, energetic and be willing to learn new domains and tools; as well as take on responsibilities in a dynamic and service-oriented environment. Must be able to work as an individual contributor.
Roles & Responsibilities	
<ul style="list-style-type: none"> • Establish working relationships with client representatives (departmental end users as well as sponsors to facilitate requirements capture as well as process re-engineering; • Must have customer-oriented approach with ability to think from the customer perspective. Must drive continuous improvements for increased customer satisfaction. • Capture requirements through all available methods, analyze, document and communicate them effectively to the software development team; • Be fully familiar with all applicable laws, rules, regulations, standards, guidelines and practices related to the assigned business domain and use this knowledge to advice both the client as well as the Development Team; • Actively look for opportunities for process improvements, suggest them at an early stage and monitor the implementation of the requirements closely and provide timely clarifications and course-corrections, working back-to-back with the client 	

representatives as needed;

- Take charge of any residual / User Acceptance Testing phase, act as the Users' agent if needed to ensure that the requirements are met and the software works as intended;
- Once the system is in production, work with sponsor and business to plan and prioritize feature releases and bug fix rollouts.
- Communicate the requirements to the development team(s) and steer feature releases as may be agreed with clients including management of client expectations

- Analyze and problems arising out of data related aspects, follow up and try to find a resolution.
- Support and define out modalities related to citizen side service delivery through the CSC and back end work-flow processing

Job Description	
Position / Designation	Security Analyst
Level / Rank	Consultant
Requirements	
Educational Qualifications	Graduate from reputed institute with proven skills in Information Security. Certification equivalent to SSCP, CEH, CISM, OSCP Security Tube, Wi-fi security expert is highly desired.
Experience	Minimum 5 Years of experience working with Information Security team.
Other	Should be open to learn new technologies and skills.
Roles & Responsibilities	
<ul style="list-style-type: none"> • Working with Information Security team of Haryana Government. 	

Job Description	
Position / Designation	Business Analyst
Level / Rank	Consultant
Requirements	
Educational Qualifications	Bachelors / Masters degree in Information Technology / Computer Science / Computer Science Engineering / Computer Applications or related discipline; OR Any Bachelors / Masters Degree / PG Diploma with relevant industry certifications.
Experience	Minimum 5 years of total IT experience of which, at least 2 years must be in software requirements capture and analysis with web based applications; Proven expertise in the use of established tools and methodologies for requirements capture, management and analysis; as well as technology-enabled process re-engineering; Expertise in UML would be a plus; Experience in software development would also be a plus; and Experience in working for State Government applications is desirable.
Other	The candidate must be results-oriented, energetic and be willing to learn new domains and tools; as well as take on responsibilities in a dynamic and service-oriented environment. Must be able to work as an individual contributor.
Roles & Responsibilities	
<ul style="list-style-type: none"> • Establish working relationships with client representatives (departmental end users as well as sponsors to facilitate requirements capture as well as process re-engineering; • Capture requirements through all available methods, analyze, document and communicate them effectively to the software development team; • Be fully familiar with all applicable laws, rules, regulations, standards, guidelines and practices related to the assigned business domain and use this knowledge to advice both the client as well as the Development Team; • Actively look for opportunities for process improvements, suggest them at an early stage and • Monitor the implementation of the requirements closely and provide timely clarifications and course-corrections, working back-to-back with the client representatives as needed; • Take charge of any residual / User Acceptance Testing phase, act as the Users' agent if needed to ensure that the requirements are met and the software works as intended; 	

b) Individual Applicants

i) Walk-in interview will be held on 14th & 15th November, 2013 from 10:30 AM onwards at Hartron Bhawan, Bays 73-76, Sector 2, Panchkula.

ii) Candidates unable to attend walk-in interview on above dates may send request for an alternative appointment along with resume. This should reach sumanthra_egov@yahoo.com by 10.30 AM on 14th November, 2013. Alternative date between 25th November and 30th November, 2013 would be provided by the selection committee.

c) Applications by Companies

Companies may also apply for above positions and the same would be considered on par with individual hiring. Under this model, the selected candidate will continue to be employed by the company submitting the application. However, they would need to be assigned full time and working on-site for Haryana Government projects.

Companies can apply for these positions under following conditions:

1. Companies need to send resume of named individual against specific position.
2. The individual, whose resume is submitted, must be in regular employment of the company at the time of submission of the resume.
3. Company is free to provide more than one resume for a given position, but substitution of individuals is not permitted any time thereafter, including the two year contract period. Selection will be made on the basis of the merit and suitability of the individual.
4. Companies need to send resume in a sealed envelope superscribed "Application for selection of IT Professionals – interview dated 14th & 15th -Nov-2013" so as to reach to Sh. R. Sumanthra, SITA, Head-SGD, Hartron Bhawan, Bays No. 73-76, Sector- 2, Panchkula, Haryana on or before 10.30 AM 14th November, 2013. Receipt of applications in paper form in a sealed envelope is mandatory and non-receipt of such applications within the said deadline shall not be considered.
5. Personal interview for these candidates would be held at Chandigarh/Panchkula (at their cost) only for unfilled positions after selection process has been completed for individuals. The selection committee shall have the right to screen resumes and call only shortlisted candidates for the personal interview and the decision of the selection committee shall be final and binding in this matter.
6. In the event, an individual has already applied to a position in their individual capacity; the resume of such individual by the company shall be prima facie rejected.
7. Reason for rejection of the resume of any candidate shall not be disclosed to the applicant company.
8. Company would be paid a fixed amount of compensation equivalent to the monthly salary of the individual as may be determined by the selection committee. Such monies will be paid to the company instead of the individual, each month. In addition to this, only service tax would be paid. No other travel or other reimbursements would be provided.
9. If any selected candidate is withdrawn within a period of twelve months (from the date of joining), the company would be liable to pay a penalty equivalent of two months of remuneration.
10. Any terms (except for monthly rates) shall not be entertained and any such proposals may be summarily rejected, including prima facie disqualification of the application.

d) Format of Applications

Following documents are to be submitted as part of the application and should be presented at the time of the walk-in interview OR at the time of application submission:

1. CV with photograph – 2 copies
2. Experience certificate(s) (one photocopy)
3. No Objection Certificate for Govt. Employees (one photocopy)
4. Documentary evidence in support of current remuneration such as most recent salary slip in the case of individuals (one photocopy) OR a letter from the company confirming the job designation, level and brief responsibility of the individual whose resume has been submitted along with expected remuneration (not including service tax)

(All originals to be provided at the time of personal interviews).