

Advt. N-22018/23/2022-NeGD
Digital India Corporation
Electronics Niketan Annexe, 6, CGO Complex Lodhi Road,

New Delhi – 110003
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Website: www.dic.gov.in

Web Advertisement
24th 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 position purely on Contract/ Consolidated basis.

Sr. No.	Name of the Post	No. of Vacancies
1	System Architect	01
2	Business Analyst	02
3	Web Developer	02
4	Tester	02
5	Support Team Leader	01
6	Support Team	05
7	Document Writer	01
8	System Administrator	01
9	UI/UX Developer	01
10	Capacity Building Trainer	01

** 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 : Business Analyst

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 endeavour 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

Essential Qualification & Experience

- B.E/ B. Tech/ MCA/ M. Tech and equivalent
- Qualification can be relaxed in case of exceptional candidates
- 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)

02.Job Description: System Architect

Job Description

- Working closely with senior stakeholders to understand business requirements and help translate these into technical requirements for the development team
- Breaking down large-scale projects into manageable chunks
- Working out which IT products to use based on research and implementation feasibility
- Explaining to designers and developers what's required and overseeing the progress
- Planning and documenting technical specifications for features or system design
- Designing, building and configuring applications to meet business process and application requirements
- Directing the development team in the design and development,
- Mentoring junior team members

Essential Qualification & Experience

B.E/B. Tech./ MCA

- 10+ years of proven software development experience in IT
- Proven experience as a Technical Architect
- Hands-on experience with software development and system administration
- Understanding of strategic IT solutions
- Proficient and should have hands-on experience in Java Technology Stack, Hibernate, Spring and Spring Boot etc
- Knowledge of Linux, WSO2, Tomcat, Kafka, Nginx, Docker, Kubernetes, ELK, Porstgres
- Experience in cloud technologies and deployment
- Excellent communication skills
- Must have working knowledge of the general API landscape, architectures, trends, and emerging technologies.
- Experience in database design and management
- Experience working in an Agile development environment using methodologies like Scrum and tools like JIRA, Confluence

03.Job Description: System Administrator

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

Essential Qualification & Experience

B.E/B. Tech./MCA

- 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

04. Job Description: Tester

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

Essential Qualification & Experience

- Graduation with relevant years of experience.
- More than 3 years of proven software development and testing experience in IT
- More than 2 years of experience in mobile and web app functional testing
- Hands-on experience with functional 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 - Gi

05. Job Description: Support Team Leader

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.

Essential Qualification & Experience

Graduation with relevant years of 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

06. Job Description: Support Team/Technical Support Executive

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

Essential Qualification & Experience

Graduation with relevant years of 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

07. Job Description: UI/UX Developer

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

Essential Qualification & Experience

- Graduation/B.E/B. Tech./B.Des
- Desirable: Certification UX Design (e.g. Google)
- 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

o8. Job Description: PHP Web Developer

Job Description

1. Develop and maintain PHP-based web applications, with a strong focus on back-end development using PHP, MySQL, and other related technologies.
2. Collaborate with cross-functional teams, including frontend developers, UX/UI designers, and project managers, to deliver high-quality web applications.
3. Develop and maintain APIs for mobile and web applications.
4. Implement security and data protection measures to ensure the application's security and user privacy.
5. Optimize application performance by analyzing and improving code efficiency and database queries.
6. Troubleshoot and debug issues in the application, and work with the team to identify and implement solutions.
7. Keep up to date with the latest trends and technologies in back-end development.

Essential Qualification & Experience

Graduate with development experience in a CS, IT, or in any other relevant field

- 5+ years of experience in building frontend components of enterprise-level systems integrating multiple data sources and databases into one system.
- At least 3 years of experience in PHP development with a strong focus on frontend development.
- Experience with HTML, CSS, JavaScript, and jQuery.
- Proficient in using frontend frameworks such as AngularJS, ReactJS, or VueJS.
- Experience with backend technologies such as PHP, Laravel.
- Knowledge of version control systems, such as Git.
- Familiarity with Agile development methodologies.
- Experience with UI/UX design and development.
- Familiarity with CSS pre-processors such as Sass or LESS.
- Knowledge of web accessibility standards.
- Experience with AWS or other cloud platforms.
- Experience with testing frameworks such as PHPUnit or Codeception

09. Job Description: Tech/ Document Writer

Job Description

- Develop comprehensive documentation that meets organizational standards
- Gain deep understanding of products and services, and translate complex information into simple, polished, engaging content
- Write user-friendly content that meets the needs of target audience, turning insights into language for user success
- Develop and maintain detailed database of reference materials, including research, usability tests, and design specifications
- Evaluate current content and develop innovative methods for improvement
- Research, outline, write, and edit content, working closely with various departments to understand project requirements
- Gather information from subject-matter experts and develop, organize, and write procedure manuals, technical specifications, and process documentation
- Work with development and support leads to identify documentation repositories, revise and edit, and determine best solutions for data compilation and centralized storage
- Research, create, and maintain information architecture templates that adhere to organizational and legal standards and allow for easy data migration
- Develop content in alternative media forms for maximum usability, with consistent voice across all documentation

Essential Qualification & Experience

Bachelor's degree (or equivalent) in journalism, communications, or relevant technical field.

- Two or more years of experience as an effective technical writer
- Proven ability to quickly learn and understand complex subject matter
- Experience in writing documentation and procedure manuals for various audiences
- Superb written communication skills, with a keen eye for detail
- Experience in working with engineers to improve user experience (ex: design, UI), refine content, and create visuals and diagrams for technical support content
- Ability to handle multiple projects simultaneously

10. Job Description: Capacity Building Trainer

Job Description

- Identify State wide training and capacity building needs of the respective department.
- Develop action plans based on the capacity building roadmap and training strategy to achieve the State wide capacity building targets.
- Conduct assessment of the existing training infrastructure in the Department and develop action plan to improve their capacity to lead the training interventions
- Assist in / liaise with identified agencies in development of course content and training programs aimed at capacity building.
- On need basis assist the department in identification of additional training agencies.
- Preparation of training tools /systematic operation procedures/ guidelines for software based activities. Manage promotional activities for department's portal & mobile app
- Support for publication work & undertake any other assignments, which may be assigned from time to time.

Essential Qualification & Experience

Graduation: Any Discipline AND Post-Graduation: MBA / PGD (any stream)

- Minimum 2-3 years of experience in Capacity building (Training & Development).
- Experience of at least 1 years in implementation of large IT / e-Governance projects with emphasis on training
- Experience of having led business process re-engineering /process improvement engagements is desirable.
- Partner effectively with senior officers and stakeholders for effective change.
- Partner with stakeholders to design solutions which optimise governmental processes for effective change.

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

Ms. Vinaya Viswanathan
Head- HR
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Electronics Niketan Annexe,
6 CGO, Complex Lodhi Road,
New Delhi – 110003
Phone No. 011-24303500, 24360199