

Advt. No. DIC/UMANG 2.0/17/2024/05

Digital India Corporation
Electronics Niketan Annexe, 6, CGO Complex, Lodhi Road,
New Delhi - 110003
Tel.: +91 (11) 24360199, 24301756
Website: www.dic.gov.in

Web Advertisement
17.05.2024

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 for **UMANG 2.0** project:-

Sr. No.	Name of the Post	No. of positions
1.	Support & Helpdesk	2

** **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 viz. www.dic.gov.in

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

1. Job Description: Support & Helpdesk

A. Job Summary:

- While working in Support & Helpdesk, you would be responsible for responding to daily operational needs and react to them, avoiding service disruptions and maintaining coherence to (SLA) and information security requirements.
- Identifying and diagnosing issues and problems.
- Categorizing and recording reported queries and providing solutions.

B. Qualification: Graduation/ B.E/ B. Tech/ MCA

C. Mandatory requirements for the role:

- 2+ years of proven experience in software development/testing/operations
- Open for rotational shifts
- Flexible working hours as this is a monitoring job
- Mode of work - WFH/Hybrid

D. Roles and Responsibilities:

- 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

E. Skill set:

- 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

General Conditions applicable to all applicants covered under this advertisement:

1. Those candidates, who are already in regular or contractual employment under Central / State Government, Public Sector Undertakings or Autonomous Bodies, are expected to apply through proper channel or attach a 'No Objection Certificate' from the employer concerned with the application OR produce No Objection Certificate at the time of interview.
2. Digital India Corporation reserves the right to fill all or some or none of the positions advertised without assigning any reason as it deems fit.
3. The positions are purely temporary in nature for the project of Digital India Corporation and the appointees shall not derive any right or claim for permanent appointment at Digital India Corporation or on any vacancies existing or that shall be advertised for recruitment by Digital India Corporation in future.
4. Digital India Corporation reserves the right to terminate the appointments of all positions with a notice of one month or without any notice by paying one month's salary in lieu of the notice period.
5. The maximum age shall be as on the last date of receipt of the applications. Screening of applications will be based on qualifications, age academic record and relevant experience.
6. In case of a query, the following officer may be contacted:

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