



Guidelines for hiring ‘Handhold Support Engineers’ for providing project implementation and operations support in Districts as part of e-District rollout

1 Purpose of the Guideline

National Rollout of e-District MMP was approved by Government of India and the scheme is to be implemented in 640 districts (including the 41 districts where e-District pilot projects have already been initiated) of the country within a period of 4 years. This MMP aims at electronic delivery of identified high volume citizen centric services, at district and sub-district level.

From the experience gained from the pilot phase it has been learnt that, for efficient and smooth implementation of the scheme at the sub-district level, handhold support staff needs to be deployed on the ground to support the District e-Governance Society (DeGS) and State Designated Agency (KSITM). The overall objective of handholding is to support the District Administration and the District e-Governance Society by provisioning a dedicated technical team for local level co-ordination and ensuring smooth delivery of e-District services.

The Handhold support staff shall work closely with the District officials and the e-District Manager provisioned at each district to ensure that the project is rolled out successfully within the stipulated timelines and sustain operations at all project locations. The team would coordinate with various stakeholders at State level, District level, Taluk/Village level, System Integrators, NIC, SPMU, NPMU and other stakeholders.

Position	Handhold Support Engineer
Reporting to	District e-Governance Society / KSITM
Employer	Employed by Kerala State IT Mission on contract basis
Vacancy	1
Key Functions	<ul style="list-style-type: none"> • Co-ordination with multiple stakeholders • Coordination with the district administration for implementation of the e-District project • Provide hand hold support to the Government staff in the successful implementation and operation of e-District project • Sort out system issues and connectivity issues in coordination with hardware supplier, BSNL and NIC • Undertake periodic visits to project implementation sites and support the staff • Coordination with NIC and department for applying for and processing of digital signatures • Training of staff in e-District application and hands on guidance.

2 Detailed Job Description

The nature of job of the team would evolve from project implementation phase to operations phase. Specifically the Job description for both the phases is as follows:

Project Implementation Phase: The e-District Handhold Support Engineers would be responsible for supporting the DeGS in ensuring successful implementation of the project in the district. It is expected that the team would undertake the following tasks:

- i. Coordinate with DeGS for project reporting and handhold support at field level
- ii. Coordinate with System Integrator (SI) and NIC personnel deployed in the district
- iii. Facilitate acceptance of supply, installation and commissioning of hardware & peripherals deployed at all the designated offices in district level
- iv. Provide up-to-date inputs to e-District Manager for submission of weekly report to District Magistrate (DM) / District Collector (DC) on progress of e-District project
- v. Facilitate data digitization, networking, site preparation and training / workshop activities in the district
- vi. Monitor and report sub-district level delivery of services under e-District project and help in resolution of operational/technical issues, if any.
- vii. Support in synchronization of e-District with other e-Governance projects
- viii. Promote Awareness in the district about the e-District project
- ix. Sort out system issues and connectivity issues in coordination with hardware supplier, BSNL and NIC
- x. Undertake daily visit to Village/Taluk Offices at least 3 and support the staff.
- xi. Coordination with NIC and department for applying for and processing of digital signatures
- xii. Training of staff in e-District application and hands on guidance
- xiii. Any other project related activities for e-District MMP implementation.

Operations Phase:

- i. Collect information and report the number of transactions recorded in the districts under various service categories
- ii. Collect information regarding service levels of the services being provided at field level
- iii. Report to the IT Coordinator/e-District Manager for cases for which services have been delayed
- iv. Provide technical support to the Government staff and ensure the technical infrastructure is working as per acceptable service levels
- v. Co-ordinate with SI helpdesk for resolution of any technical failure
- vi. Any other e-District related activity for managing the operations smoothly.

3 Eligibility Criteria

The essential qualification for the candidate is as follows:

- a) Must be **21 – 27** years old
- b) **B-tech/B.E in IT/Computer Science or 3 year Diploma in Computer Science/Hardware Engineering/Computer Technology/IT with one year experience.**
- c) Proficient in English and Malayalam
- d) Willingness to work at field level within a district
- e) Relevant IT Work experience is a plus.

4 Remuneration

e-District Handhold Support Engineers would be entitled for a lumpsum / fixed remuneration of Rs. 21,000 per month. The salary for the HSEs shall be processed from KSITM every month on receipt of Work done statement certified from the district by the District Project Manager.

5 Terms and Conditions of the candidature

- a) The recruitment of e-District Handhold Support Engineers may be conducted at the district level by the District e-Governance Society (DeGS)
- b) The candidates would be appointed by KSITM on contract basis as per rank list prepared from district
- c) During the contract period, the applicants will be posted at the office of the DeGS
- d) e-District Handhold Support Engineers would be required to travel to various locations within the district to carry out their work
- e) Reasonable transportation and accommodation cost incurred during official travel up and above the monthly allowance limit will be reimbursed by appropriate authority on prior approval
- f) The appointment being purely contractual in nature, the appointee shall not be entitled for any gratuity, provident fund, or pension benefit
- g) Experience certificate will be provided to the e-District Handhold Support Engineers by KSITM.
- h) Handhold Support Engineers should fulfill all the assignments entrusted by DeGS/KSITM.