

Recruitment for the post of Handhold Support Engineers – Pathanamthitta District

No. Of Posts: - 3

Key Functions

- 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.

Nature of support required at the District level

To carry out the project implementation activities and operations management activities at the district level, a competent team well versed with the local geography and language is desired. The nativity of the persons to the specific district / neighboring district will help in continued presence and availability at short duration – a key requirement for the implementation of the project.

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 periodic visits to project implementation sites 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/District Project 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.

Eligibility Criteria

The essential qualification for the candidate is as follows:

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

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.

Remuneration

e-District Handhold Support Engineers would be entitled for a lumpsum / fixed remuneration of Rs:-21,000 (monthly) consolidated.

- **Interested candidates may fill the application form below and apply via post on or before 5th November 2018, 4pm to Akshaya District Project Office, Helen Park, Pathanamthitta, 689645**
- **Candidates need to send only the Application form and no other supporting documents.**
- **Supporting documents (original certificates) with resume may produce at the time of Test and Interview.**
- **Date of test and interview will be intimated through Mail and phone based on the qualification and experience.**

APPLICATION FORM

Recruitment for the post of Handhold Support Engineers – Pathanamthitta District	
Name of the candidate	
Age	
Address	
Mobile number	
E-Mail ID	
Educational Qualification (B-tech in IT/Computer Science or Diploma in Computer Science/Hardware Engineering/Computer Technology/IT)	Name of College: Branch: Year of Passing :
Work Experience	Name of Firm: Designation: Duration: