Advt. No. DIC/3(14)/NCB/TSA/04/2022

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

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.

Sr. No.	Positions	Positions
1.	Product Cum Project Manager	1
2.	Developer (Front-end and Back-end)	1
3.	Developer –Maintenance & Tech Support	1
4.	QA Tester	1
5.	Business Analyst	1
6.	Tech Support Executives	2
7.	Content Manager	1
8.	System Admin/DevOps	1
9.	UI/UX Designer	1

** 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: Product cum Project Manager

Job Title: Product cum Project Manager

No of Posts: 01

Project: Development, Operations and Implementation of MANAS Helpline Platform

Salary: Commensurate Qualifications, skills and experience

Roles & Responsibilities

- **Project Planning and Strategy:** Develop a detailed project plan outlining project scope, goals, objectives, deliverables, and timelines. Collaborate with stakeholders to define project requirements and establish clear project milestones.

- **Product Expertise:** Possess a deep understanding of call centre technologies, software platforms, telephony systems, customer relationship management (CRM) tools, and related products. Evaluate, select, and recommend appropriate products and solutions that align with the project's requirements and objectives.

- **Resource Allocation:** Identify and allocate the necessary resources, including personnel, technology, equipment, and budget, to support the call center setup project.

- **Vendor Management:** Source, evaluate, and manage vendors and suppliers for necessary equipment, software, and services related to the call center setup. Negotiate contracts, monitor vendor performance, and ensure timely delivery of materials.

- **Cross-Functional Collaboration:** Coordinate efforts with different departments such as IT, operations, HR, and facilities to ensure smooth integration of the call center setup into existing organizational processes.

- **Project Execution and Monitoring:** Oversee day-to-day project activities, ensuring tasks are completed as per the project plan. Monitor project progress, identify deviations, and take corrective actions to keep the project on track.

- **Risk Management:** Identify potential risks and issues that could impact project timelines, budget, or quality. Develop mitigation strategies and contingency plans to address these risks.

- **Project Execution and Monitoring:** Oversee the day-to-day activities of the project, ensuring tasks are completed on time and within budget. Monitor project performance and identify deviations from the project plan; take corrective actions as necessary. Manage risks and issues that arise during the project lifecycle.

- **Quality Assurance:** Ensure that the call centre setup meets established quality standards and customer service requirements. Conduct testing and validation to ensure the functionality and reliability of technology and processes.

- **Change Management:** Implement change management strategies to facilitate the transition to the new call centre setup, including training, communication, and support for employees.

- **Reporting and Documentation:** Maintain accurate and up-to-date project documentation, including progress reports, budgets, and project plans. Provide regular updates to senior management on project status, highlighting achievements and challenges.

<u>Qualification & Experience</u>

Master's degree in Business Administration, Project Management, or in a related field.

7+ years of proven experience preferably in call center setup projects or related domains.

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

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Ms. Vinaya Viswanathan
Head- HR
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Phone No. 011-24303500, 24360199

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