WANTED

Kerala State IT Mission, autonomous nodal IT implementation agency for Department of Electronics and Information Technology, Government of Kerala, invites applications for the following posts for UIDAI Project on contract basis:

Notice No: DDFS/UID/1045/2014-KSITM   Dated14/03/2020

Last Date of receipt of application: **25.04.2020**

Job Title	Helpdesk Co ordinator
Vacancy	1 No
Remuneration	Rs.35,100/-Consolidated
Period	1 Year
Age	35 Years
Educational Qualification	MCA or M.Sc Computer Science / Computer Application (Masters in Computer Science / Application)
Mandatory Experience and Skills	• Minimum 6 years of experience in helpdesk or call centre environment handing technology and non technology related issues, escalation and follow ups and preferably handling general public. • Experience in supervisory role handling at least 3 subordinates. • Prior experience and familiarity of Aadhaar and related services desirable • Understanding of Government policies and ability to communicate to public, departments and other stakeholders • Ability to use email, websites and Office software (Word / Excel / Access)

	• Excellent communication (verbal & written) skills required • Politeness and diplomacy in handling customers • Good telephone etiquette • Ability to multitask and manage multiple priorities concurrently • God team skills. Ability to work collectively towards team goals.
Roles and Responsibilities	• Monitoring and Supervising day to day Helpdesk activities • Resolution of issues reported through email, phone and in person • Compiling unresolved issues and reporting to concerned authorities • Following up on un resolved issues with concerned authorities systematically • Regular review & Improve upon current processes & methodologies • Keeping of daily work log • Maintaining confidentiality of customer details • Handling issues of general public presented through email, hone and in person In addition to the above primary responsibilities the incumbent may be assigned any other task from time to time by Reporting Officer.
Job Title	**Junior Helpdesk Executive**
Vacancy	1 No
Remuneration	Rs.24,300/- consolidated
Period	1 Year
Age	Below 35 years
Educational Qualification	BCA / B.Sc Computer Science / PGDCA (Bachelor Degree or Post Graduate Diploma in Computer Science / Application)
Mandatory Experience and Skills	• Minimum 3 years of experience in helpdesk or call centre environment handing technology and non technology related issues, escalation and follow ups and preferably handling general public. • Prior experience and familiarity of Aadhaar and related services desirable • Understanding of Government policies and ability to communicate to public, departments and other stakeholders • Ability to use email, websites and Office software (Word / Excel / Access)

	• Excellent communication (verbal & written) skills required • Politeness and diplomacy in handling customers • Good telephone etiquette • Ability to multitask and manage multiple priorities concurrently • God team skills. Ability to work collectively towards team goals.
Roles and Responsibilities	• Resolution of issues reported through email, phone and in person • Compiling unresolved issues and reporting to concerned authorities • Following up on un resolved issues with concerned authorities systematically • Regular review & Improve upon current processes & methodologies • Keeping of daily work log • Maintaining confidentiality of customer details • Handling issues of general public presented through email, hone and in person In addition to the above primary responsibilities the incumbent may be assigned any other task from time to time by Reporting Officer.

Job Title	Database Administrator
Vacancy	1 No
Remuneration	Rs.50,000/-
Age	Below 35 years
Educational Qualification	B Tech / MCA or equivalent
Experience	5 years and above

Knowledge and skills	• Experience in setting up MySQL Database on RHEL / Ubuntu platforms
	• Manage MySQL database with linux system administration
	• Good knowledge of MySQL database
	• Should have experience in Indexing, Partitioning, Query optimization and troubleshooting
	• Should have experience in Performance monitoring, reporting and tuning of MySQL databases.
	• Experience in managing database security, roles and profiles
	• Experience in managing MySQL database based applications
	• Should have experience in resource capacity planning
	• Very good knowledge for disaster recovery plans
	• Experience in Database Installation, upgrade and configuration
	• Knowledge of encryption and decryption for xml, csv files and uploading into database Certification in Database Administration is mandatory
	• 5 years experience working in an IT support environment
	• Experience in installing, configuring, maintaining and monitoring applications on RHEL/Ubuntu Servers.
	• Knowledge of Tomcat, JBoss and Middleware softwares on RHEL/Ubuntu platforms
	• Strong knowledge of SAN and Storage, back-ups, Restores, Recovry models and Replication.
	• RHCE/RHCJA-any of these certifications will have an added advantage
	• Should have worked in environments such as 24/7 support of production database services to ensure the highest standards

Roles and Responsibilities	• Ability to work independently • Communicating to users and management • Implement and maintain policies, procedures and standards to ensure data security and integrity of test and production data • Managing database backups and recovery planning • Uploading data into databases • Ensuring database security and monitoring database logs • Basic network administration and configuration • Provide consultancy services to functions and customers • Work with customer infrastructure and fix issues remotely • Installing, configuring, maintaining and monitoring of RHEL / Ubuntu Servers • Installing, configuring, maintaining and monitoring of JBoss, tomcat Servers

Last Date of receipt of application: **25.04.2020**

Candidates should apply in the prescribed application format downloaded from our website.

Duly filled applications with copies of all documents to prove age, qualification, experience etc. should reach the Director, Kerala State IT Mission, ICT Campus, Vellayambalam, Thiruvananthapuram-695 033 on or before : **25.04.2020**

Candidates shall produce any one of the photo affixed ID Proof mentioned below in original and self attested photocopy at the time of Examination/Interview.

Identity Proof

1. Voter Identity Card issued by Election Commission of India
2. PAN Card
3. Passport
4. Driving License
5. Aadhar Card

Documents in proof of prescribed educational qualifications, date of birth, experience etc. shall be produced at the time of interview or at any time as required. Failure to produce the proof of qualification and experience will entail rejection of application.

Kerala State IT Mission,
ICT Campus, Vellayambalam,
Thiruvananthapuram-695 033

DIRECTOR

Dr. CHITHRA S IAS
DIRECTOR
Kerala State IT Mission
Department of Electronics & Information Technology

Kerala State IT Mission
ICT Campus, Vellayambalam, Thiruvananthapuram-695033

Name of Post   :

Applicant name   :

Age   :

Date of Birth   :

Gender   :

Marital Status   :

Permanent Address :

Address for Communication :

Mobile Number   :

eMail ID   :

Aadhar Number   :

Affix Passport size photo

Educational Qualification

Sl No	Name of degree	Subject or Stream	Course Type (Regular, Distant, Part time etc)	Institution	University/ Board	Course duration (specify year of enrollment and year of award of degree certificate)	Percentage/ GPA/ CGPA

Additional Qualifications if any

Sl No	Course/ Certification	Specialization	Institution	Date of expiry of certificate, if any

Experience

Sl No	Organization	Designation	Job Role	Responsibilities	Period (specify month and year)		
					From	To	Total

<u>Additional Skills if any</u>

<u>Declaration</u>

The above mentioned facts are true and fair to the best of my knowledge and belief.

Place & Date   Name & Signature