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Centre for Smart Governance (CSG)

Hiring of Technical Resources

No.: CSG/001/HRD/2020 Date: 05.07.2020

Centre for Smart Governance (CSG), Government of Karnataka invites applications from eligible candidates in the areas of IT / ICT for the positions listed below:

S. No.	Position / Resource types	No. of Resources
1.	Project Manager	2
2.	Project Lead	2
3.	Business Analyst	4
4.	Senior Software Engineer	3
5.	Software Engineer	24
6.	Database Designer	1
7.	Operations Manager	3
8.	System Administrator	1
9.	Database Administrator	1
	Total	41

Qualification, Experience and Job Description for each position is detailed below:

Position no. 1: Project Manager
Minimum Qualification: BE/B.Tech/MCA
Experience & Skills required:

- Minimum 10 years of relevant experience.
- Good understanding of project management methodologies and technology.
- Experience in application development, maintenance and support.
- Should have managed multiple project teams.
- Should have good working knowledge on SDLC.
- Should have good knowledge of Effort & Cost Estimation.
- Should possess good communication skills. **Knowledge of Kannada Language - Speak, Read and Write preferred.**
- Should have good documentation and presentation skills.
- Knowledge of e-Governance projects desirable.
- Knowledge of IT infrastructure, sizing of hardware and network requirements preferred

S. No.	Job Description
1.	Take complete ownership of delivering the projects assigned. Prepare Project plan, Resource deployment plan, Transition plan etc.
2.	Manage the project within the approved effort and cost
3.	Should provide support and guidance to the software development team during all stages of the project life cycle.
4.	Perform all activities related to Team Management and Risk Management.
5.	Provide necessary inputs for procurement of hardware, system software, development tools etc.

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S. No.	Job Description
6.	Should support CSG in hiring processes
7.	Conduct regular reviews on the progress of the project and submit progress reports on a weekly / monthly basis to CSG.
8.	Should present the software application developed, to key stakeholders within CSG and to client departments and get necessary approvals.
9.	Should attend review meetings conducted by CSG / Departments.
10.	Any other work assigned by Director CSG.

Position no. 2: Project Lead
Minimum Qualification: BE/B.Tech/MCA
Experience & Skills required:

- Minimum 8 years of relevant experience.
- Good understanding of project management methodologies and technology.
- Experience in application development, maintenance and support.
- Should have handled project teams.
- Should have good working knowledge on SDLC.
- Should possess good communication skills. **Knowledge of Kannada Language - Speak, Read and Write preferred**
- Should have good documentation and presentation skills.
- Knowledge of e-Governance projects desirable.
- Knowledge of IT infrastructure, sizing of hardware and network requirements preferred

S. No.	Job Description
1.	Take complete ownership of delivering the projects assigned. Prepare Project plan, Resource deployment plan, Transition plan etc. in discussion with Project Manager.
2.	Manage the project within the approved effort.
3.	Perform all activities related to Team Management and Risk Management.
4.	Provide necessary inputs for procurement of hardware, system software, development tools etc.
5.	Provide complete Technical and Code level guidance to the software development teams. Should be able to develop and implement key functionalities of an application, if necessary. Should guide the team during all stages of the project life cycle, trouble shoot issues and provide solution to the teams.
6.	Conduct regular reviews on the progress of the project and submit progress reports.
7.	Should present the software application developed, to key stakeholders within CSG and to client departments and get necessary approvals.
8.	Should attend review meetings conducted by CSG / Departments.
9.	Any other work assigned by Director CSG.

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Position no. 3: Business Analyst

Minimum Qualification: Graduate in Engineering with MBA or Master in Computer Science or Master in Computer Application.

Experience & Skills required:

- Minimum 7 years of relevant experience. Should have worked on Government projects in the areas of Process study and Process Re-engineering. Should have good experience in performing activities such as; Requirement Gathering, Current State Assessment, Gap Analysis, To-Be Process definition, BPR and FRS preparation.
- Should have good working knowledge on SDLC.
- Should have good experience in preparing SRS document, presenting it to the key stakeholders and getting approval.
- Should possess good communication skills.
- Should be proficient with Kannada Language Read, Speak and Write.
- Should have good documentation and presentation skills.
- Should possess good skills in using Flowchart tools, MS Word, MS Excel, PowerPoint, MS Visio etc.
- Preferred certification in Business Analysis.

S. No.	Job Description
1.	Conduct Requirement Gathering, Gap Analysis, Process Study and Process Re-engineering activities for projects of Government departments / Corporations / Boards as directed by CSG.
2.	Perform Current State Assessment of processes, prepare As-Is process maps resulting in the preparation of "As-Is Report", with detailed description of the processes studied by interacting with the departments. Should prepare Gap Analysis report whenever required.
3.	Responsible for interacting with the respective departments and getting the process documents approved.
4.	Perform Process re-engineering activities which involves; • Process analysis to identify NVAs and VAs, • Cause-Effect analysis to identify problems within a process, • Prepare To-Be process maps resulting in the preparation of "To-Be Report / BPR report / FRS document", with detailed description of the processes analyzed, for improved and efficient delivery of G2C, G2B and G2G services using ICT. • Prepare SRS document, present it to key stakeholders and get approval.
5.	Support the software development teams with relevant process details, whenever required. Should support during testing and training phases of the project.
6.	Any other work assigned by Director CSG.

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Position no.4: Senior Software Engineer (C# or Java)
Minimum Qualification: BE/B.Tech/MCA/M.Sc. Computer Science
Experience: Minimum 5 years of relevant experience

- Should possess good hands-on experience in application development, maintenance and support using .Net./C# with visual studio.
- Good knowledge on jquery, java script, bootstrap and MS SQL server
- Java developer should have worked with at least 1 maven/gradle project
- Experience with SSRS reports
- Should have good knowledge of MVC architecture or similar architecture used for software development.
- Work with the team and contribute to software design and other documents.
- Should have experience in writing SQL queries, database scripts / stored procedures, etc.
- Should have experience in team handling.
- Should have worked with cross-functional teams for business analysis activities to gather and document reporting and dashboard requirements and use those requirements to design, develop, test and implement reports and dashboards created from potentially multiple data sources.
- .Net Certified Programmer preferred.
- **Knowledge of Kannada Language - Speak, Read and Write preferred**

S. No.	Job Description
1.	Work closely with Business Analyst and Project Manager to understand the software application requirements.
2.	Design and develop the software application on MVC or similar architecture. Follow coding standards. Perform unit testing.
3.	Support the Project Manager in sizing the hardware and network requirements.
4.	Setup the development environment and manage it.
5.	Carryout activities related to managing the version and release of the software application.
6.	Perform code review activities.
7.	Work closely with Database Designer to design the database for the software application. Wherever necessary should write the database scripts / stored procedures.
8.	Guide the team members.
9.	Should build and deploy the software application on the identified servers along with related components.
10.	Work closely with the Testing team and ensure the software application is bug free.
11.	Prepare necessary documentations
12.	Any other work assigned by Director CSG.

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Position no. 5: Software Engineer
Minimum Qualification: BE/B.Tech/MCA/ M.Sc. Computer Science
Experience: Minimum 3 years of relevant experience

- Should possess good hands-on experience in application development, maintenance and support using .Net/C#
- Good knowledge on jquery, java script, bootstrap and MS SQL server
- Should have good knowledge of MVC architecture or similar architecture used for development.
- Responsible for design, development, implementation and support of enterprise reports through SQL Queries.
- Should have experience in writing SQL queries involving multiple tables / views
- Responsible for providing training and assistance to users for using the application and generation of ad-hoc queries.
- **Knowledge of Kannada Language - Speak, Read and Write preferred**

S. No.	Job Description
1.	Work closely with Business Analyst and Senior Software Engineer to understand the software application requirements.
2.	Develop the software application on MVC or similar architecture. Follow coding standards. Perform unit testing.
3.	Support in managing the version and release of the software application.
4.	Should support in build and deploy the software application on the identified servers along with related components.
5.	Work closely with the Testing team and ensure the software application is bug free.
6.	Prepare necessary documentations.
7.	Any other work assigned by Director CSG.

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Position no. 6: Database Designer
Minimum Qualification: BE/B.Tech/MCA
Experience: Minimum 10 years of relevant experience

- Should have worked with the team and contribute to the Database design.
- Experience in designing and handling databases. MSSQL experience preferred.
- Must have supported application development, maintenance and support projects.
- Good knowledge on SDLC.
- Provide technical assistance and cross training to other team members.
- Responsible for providing training and assistance to users for generation of ad-hoc queries.
- Design of database model & structure to meet performance requirements of reports specifically for transactional & consolidation reports
- Preferred certification: Oracle/MSSQL Certified Professional or equivalent

S. No.	Job Description
1.	Should install and configure required RDBMS on the servers for different projects.
2.	Should design the database schema and create databases required for the project.
3.	Should define and create database users and roles.
4.	Should manage user creation, user access, roles and privileges. Keep record of users created, user-wise roles and privileges for all databases.
5.	Should support the application development teams to connect to the databases and ensure smooth functioning.
6.	Should constantly monitor the performance of the database servers and raise necessary alerts to the concerned.
7.	Should fine tune the databases periodically.
8.	Whenever required participate actively in troubleshooting incidents and guide other team members.
9.	Should create necessary DB scripts for day-to-day database management and backup scheduling activities.
10.	Shall be responsible for restoration of data, post getting necessary approvals from Project / Programme Manager.
11.	Should carry out capacity planning activity and communicate to Project / Programme Manager on scalability requirements, well in advance.
12.	Communicate regularly with KSDC technical staff, application development and operational staff to ensure database integrity and security.
13.	Manage the disaster recovery aspects of databases.
14.	Prepare & submit periodical reports on the health of the database servers and databases. Maintain proper records of database installations, patch updation, releases made etc. and share them with Director.
15.	Any other work assigned by Director CSG.

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Position no 7: Operations Manager
Minimum Qualification: BE/B.Tech/MCA/MSc
Experience: Minimum 7 years of relevant experience

- Good understanding of Application support, O&M activities and SDLC.
- Experience in Application Support, Operations and Management activities.
- Should have managed multiple projects and support teams.
- Should possess skills in preparing periodical reports related to operations for multiple projects.
- Should possess good communication skills.
- Should have played client facing roles.
- **Should be able to Speak, Read and Write in Kannada language**.
- Should have good documentation and presentation skills.
- Knowledge of e-Governance projects desirable.
- **Information Technology Infrastructure Library – Certification (ITIL) is preferred.**

Sl. No.	Job Description
1.	Take complete ownership of Application support, O & M of the projects assigned.
2.	Should support, train, guide and manage the Application support teams deployed at multiple customer locations. Make sure the issues are resolved within defined timelines.
3.	Attend to customer issues / queries / calls / tickets on priority. Adhere to the SLA.
4.	Will be in Client facing role. Interact and manage with External Stake Holders.
5.	Should interact with the internal teams of CSG to communicate changes stated by the Client and ensure enhancements are developed and deployed.
6.	Should become well versed with Functional knowledge of the Solutions being deployed.
7.	Train customers on the solutions being deployed.
8.	Get the feedback (Issues, CRs, etc.) from customers and present the same to the management. Assist the Business Analyst, Development and Test teams in understanding the issues.
9.	Interact with Client, PM, Architect, Development Teams and other stake holders for smooth operations.
10.	Prepare reports and metrics of the operations and present it to management.
11.	Any other work assigned by Director, CSG

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Position no 8: System Administrator

Minimum Qualification: BE/B.Tech/MCA/MSc

Experience: Minimum 7 years of relevant experience

1. Strong knowledge of webserver like IIS, Tomcat, Nginx or equivalent systems etc and networking software, hardware and networking protocols
2. Experience with scripting and automation tools
3. A proven track record of developing and implementing IT strategy and plans
4. System administration and IT certifications in Linux, Microsoft, or other network related fields are desirable
5. Working knowledge of virtualization, VMWare, or equivalent
6. Strong knowledge of implementing and effectively developing helpdesk and IT operations best practices, including expert knowledge of security, storage, data protection, and disaster recovery protocols

Sl. No.	Job Description
1.	Responsible for the maintenance, configuration, and reliable operation of servers and virtualization
2.	Install and upgrade computer components and software, manage servers, and integrate automation processes
3.	Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues
4.	Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure
5.	Perform or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures
6.	Lead desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions
7.	Responsible for capacity, storage planning, and performance of all servers
8.	Prepare reports and metrics and present it to management.
9.	Any other work assigned by Director, CSG

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Position no 9: Database Administrator
Minimum Qualification: BE/B.Tech/MCA/MSc
Experience: Minimum 7 years of relevant experience

- Strong command of SQL and SQL server tools
- Advanced knowledge of database security, backup and recovery, and performance monitoring standards
- Understanding of relational and dimensional data modelling
- PowerShell and Unix shell scripting skills
- Familiarity with SSAS, SSIS, SSRS is preferred
- MCSE/MCSA certifications preferred
- Experience with Linux and Windows Server environments
- Extensive experience with database technologies (MySQL, MS SQL, PostgreSQL Oracle, MongoDB)
- Experience with cloud services (AWS, Microsoft Azure) is desirable

Sl. No.	Job Description
1.	Installing and upgrading the database server and application tool
2.	Allocating system storage and planning storage requirements for the database system
3.	Modifying the database structure, as necessary, from information given by application developers
4.	Enrolling users and maintaining system security
5.	Ensure DB & Data security at all times in development, testing, staging and production environment.
6.	Ensuring compliance with database vendor license agreement
7.	Controlling and monitoring user access to the database
8.	Monitoring and optimizing the performance of the database
9.	Planning for backup and recovery of database information
10.	Maintaining archived data
11.	Backing up and restoring databases
12.	Generating various reports by querying from database as per need
13.	Managing and monitoring data replication
14.	Acting as liaison with users
15.	Prepare reports and metrics and present it to management.
16.	Any other work assigned by Director, CSG

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Note:

7. **All positions listed above are on contract basis for a duration of 3 years extendable based on satisfactory performance. Decision of CSG shall be final in this regard.**
8. Interested candidates shall apply within the date mentioned in the advertisement. Candidates should submit their detailed Curriculum Vitae (CV) in PDF or Word document format only, through e-Mail to careerscsg@karnataka.gov.in.
9. The CV should provide complete details of the candidate such as; name, date of birth, gender, address for communication, mobile number, e-Mail address, qualification, detailed work experience highlighting the roles & responsibilities, current salary, expected salary, notice period etc.
10. CSG shall evaluate the CVs received and shall call eligible candidates for a face-to-face interview. For some positions, CSG may conduct a written test and then short list the candidates for interview. The selection of candidates shall be based on their performance in the interview. Decision of CSG shall be final in this regard.
11. Candidates should bring a photo id card and 2 copies of their CV while coming for the interview.
12. Results of the selection process shall be intimated to the selected candidates through email. The selected candidates have to give their acceptance through mail within the stipulated date for considering them to the position.
13. All positions are at Bengaluru.
14. Salary shall be negotiable.

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