1. Data Centre Manager (Project Manager) – 1 No. : Responsible for overall management of the Data Centre, user SLA commitments, performance, availability, response time, problem resolution etc. He/She should also be responsible for effective Resource management, System & Resource planning based on business forecast and would be the single point contact for managerial responsibilities and direct interface with State IT head. Data Centre Manager should have capabilities in team management, capacity planning and process documentation.

   The desired profile of the candidate should be minimum B.E. (Computer/E&C/Electrical)/MCA preferably MBA with 6-8 years experience. He/She should have exposure to BS15000 process /ITIL or ITIL certified and have a proven track record of managing operational IT support teams including establishment of RMC /processes, technology & Staffing. PMP Certification is a plus.

2. Database Administrator – 1 No.: Responsible for Data Base Administration, Web Administration, Application Hosting, Web Designing, Staging and other related services. He/She should also be responsible for database and application change management procedure.

   The desired profile of the candidate should be B.E.(Computer/E&C)/MCA with 3-4 years experience in administering production data bases and worked in Oracle 9i, 10g, DB2, MS-SQL etc. Knowledge in PL/SQL Programming with experience in handling standby databases preferred. Must have technical certification in Data Base Administration.

3. System Administrator – 1 No.: Responsible for OS administration / management, database configuration, scalability, performance, load-balancing, troubleshooting & debugging and monitoring of servers. He/She should implement the back-up plan for storing and retrieving of

data, maintain servers, machines, printers and also responsible in resolving the real time (RT) requests raised by users as per SLA.

The desired profile of the candidate should be B.E. (Computer/E&C)/MCA with 3-4 years experience in sys admin of RDMB data (MS-SQL, Oracle etc.), sysadmin windows-2000/UNIX/Solaris etc. server, programmer of Java, C, C++, SQL,PL/SQL, Corba etc. Technical certifications on Oracle/SQL/SUN products etc. is must.

4. Network Support Staff – 2 Nos.: Responsible for network uptime, security, performance, monitoring and other related services. The candidate should be well versed with Routing and Switching devices and technologies like ATM, Frame Relay, MPLS, Wireless, Broadband and Protocol Analysis Tools. Must have beginner to intermediate skills in Information Security technologies like Anti-virus, Firewalls, 2 & 3 factor Authentication, IDS, IPS, Content Filtering, Encryption, VPN, Threat Management and be familiar with Information Security Audit parameters.

The desired profile of the candidate should be B.E. (Computer/E&C)/MCA with 3-4 years experience as mentioned above. Certification like CCNA/CCNP/PIX/CCSA would be preferred.

5. Technical Support Services – 4 Nos.: Responsible for L2-support, H/W &S/W support and would provide help to the Data Centre Operations & Management Core Team in quick resolution of problems. The technical support team would work on shift basis and ensure uptime of services. He/She should be responsible for escalating the call to the specialized domain and closely work with the domain experts and do the first level of analysis once call is logged by the help desk support team and ensure uptime of services through NMS and generate reports to meet the SLAs signed by the States with different stakeholders.

The desired profile of the candidate should be minimum Diploma/B.E. (Computer/E&C) with 2-3 years experience in technical support services/ operations , IT Infrastructure, managing & updating customer database with pleasing   personality and good communication skills. Technical certification like CCNA etc. preferred.

6. **Help Desk Services – 2 Nos.:** He/She should be capable of complete call management process with standard call logging and escalation tool. The requirement of manpower for Help Desk Services may increase as demand grows and more services are added to the State Data Centre.

The desired profile of the candidate should preferably be Graduates/Diploma holder in Hardware/Networking with good communication skills and proficiency in English and local languages.

7. **Administration/HR – 1 No.:** The persons recruited should be responsible for entire Data Centre administration, Logistic support, procurement, Stationery, administrative co-ordination etc.

The desired profile of the candidate should be Graduate with Masters/ PGD-HR/PM/IR with 2-3 years working experience in the administration / recruitment / logistic support of manpower and worked either with Data Centre operation or with an IT/ITES industry with good communication & HR management skill.