



Adv. No. – N/350/2024-DIC

DIGITAL INDIA CORPORATION

A section 8 Company, Ministry of Electronics and Information Technology, Govt. of India
Delhi Office: Electronics Niketan Annexe, 6 CGO Complex, Lodhi Road, New Delhi - 110003
Tel.: +91 (11) 24360199 / 24301756
Website: www.dic.gov.in

WEB ADVERTISEMENT

23rd July 2024

The Ministry of Electronics and Information Technology (MeitY) under the Digital India Programme has undertaken a unique initiative, Bhashini, the National Language Translation Mission. Mission Bhashini was launched by Hon'ble PM on 4th July 2022 during Digital India Week 2022 in Gandhinagar, Gujarat. Vision of Bhashini to “Harness natural language technologies to enable a diverse ecosystem of contributors, partnering entities and citizens for the purpose of transcending language barriers, thereby ensuring digital inclusion and digital empowerment in an Aatma Nirbhar Bharat.”

In order to build this ecosystem, The Digital India Bhashini Division (DIBD), an Independent Business Division under Digital India Corporation (DIC). The DIBD is managing and executing the activities of “National Language Translation Mission”: Bhashini. Bhashini (<https://www.bhashini.gov.in>) has been developed as a platform where various components have been integrated to bring stakeholders together. Bhashini works with some of the premier academic institutes, including IITs and IIITs) in India. These institutes are developing state of the art language AI models for various Indian languages. Bhashini platform already hosts 300+ AI based language models in various technologies.

Digital India Corporation/Bhashini is currently inviting applications for the following positions purely on Contract/ Consolidated basis.

Sr. No.	Name of the Post	No. of Vacancies
1.	Assistant Manager (Support)	01

Screening of applications will be based on qualifications, age, and 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 MeitY, DIC, BHASHINI & NeGD viz. www.meity.gov.in & www.dic.gov.in , www.Bhashini.gov.in and www.negd.gov.in

Eligible candidates may apply ONLINE: <https://ora.digitalindiacorporation.in/>



1. Job Title – Assistant Manager (Support)

Division: Digital India Bhashini Division (DIBD)	Age: Maximum Age for Application is 58 Years
No of Post: 01	Remuneration: Salaries for this position would depend on the qualification and experience of the selected candidate and will be fixed as per the industry norms.
Location: Delhi or as project requirement	Reports to: CEO-DIBD

JOB DESCRIPTION

We are seeking talented IT Support experts to join our dynamic IT team. As, an Assistant Manager you will be working closely with CEO- DIBD/ Product Manager to manage IT systems and applications of the Division. The ideal candidate will have experience in IT support roles and while ensuring the smooth operation of IT systems and infrastructure.

Role & Responsibilities

1. Collaborate with other IT teams and departments to resolve complex technical issues and ensure seamless integration of systems.
2. Provide expert support for cloud-based technologies and oversee the implementation and management of cloud solutions.
3. Act as a point of contact for critical IT support issues, ensuring timely resolution and minimal disruption to business operations.
4. Maintain and improve IT support processes and procedures to enhance efficiency and delivery.
5. Conduct thorough RCA to identify underlying causes of technical issues and incidents, collaborating with relevant teams to enhance system reliability and minimize downtime.
6. Apply ITIL best practices and leverage hands-on experience with ServiceNow and Remedy to efficiently manage incidents, changes, and problems within the IT support framework.
7. Manage ticketing systems effectively, ensuring all incidents and service requests are logged, prioritized, and resolved within agreed SLAs.
8. Lead outage calls, assess impact, drive resolution efforts, and conduct post-mortem analyses as an IT support solution manager
9. Provide prompt documentation and drafting of technical and management communications, ensuring readiness for quick responses to critical situations.
10. Experience of working for a government set up / project is desirable.

Required Profile

Essential Qualification	<ul style="list-style-type: none">• B. Tech with 3 years of experience in supporting IT Systems.• Demonstrated experience in cloud technologies, APIs, and their impact on IT support solutions.• Hands-on experience in managing support functions using ITIL methodologies.
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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 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

Ms. Vinaya Viswanathan
Head- HR
Digital India Corporation
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6 CGO, Complex Lodhi Road,
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Phone No. 011-24303500, 24360199