

<b>Job Description</b>	
<b>Position</b>	Consultant
<b>Domain</b>	Program Management (Application Development and Support)
<b>Location</b>	Dehradun, Uttarakhand
<b>Project</b>	SeMT
<b>No. Of Positions</b>	1
<b>Reports to</b>	State IT Secretary / Head of State designated Agency/ Head SeMT

**Job Objective:**

The objective of this job is to assist the State Government on technological issues related to core infrastructure, MMPs and other e – governance projects

**Primary Responsibilities:**

- Collaborate with the rest of the team to ensure applications align with the organization’s goals, as well as customer needs
- To oversee the workload of a specialised team of application support specialists, ensuring they are capable, motivated and actively engaged in their work
- In collaboration with the Head of Applications, train, mentor and develop other Application Support and Development Specialists as required
- To be responsible for the support of critical business systems, to prioritise workloads and effectively manage issues to ensure optimal service
- Responsible for the Analysis, Design, Development and maintenance of software systems in line with agreed IT requirements and strategy
- To ensure that all software systems, procedures and processes are effectively documented to agreed standards and kept up-to-date. This includes the production of technical and release management documentation
- Create high quality training documentation and digital training materials, conducting training sessions to develop the skills of team members and instruct users in the use of systems
- Undertake regular systems quality assurance activities to ensure systems meet internal quality standards and are operating optimally
- Liaise with external suppliers of software / hardware systems and other specialist teams within IT Services in the delivery of application related projects
- Evaluation of technologies that will improve the UEL IT application infrastructure with a view to recommending such as improvement opportunities to the Senior IT Management team.
- To ensure Security compliance of all Systems, to regularly audit security controls and proactively implement preventative measures
- To help embed ITIL Principles across the team, including direct responsibility for key ITIL Processes (i.e. Problem management, Change management, Service Transition etc.)
- Support the implementation of various MMPs and NeGP components in the State and provide inputs to NeGD. Support the progress of the NeGP in the State and highlight any issues/ slippages to higher authorities. Identify the critical success factors for implementation of e-Governance

projects in the State.

- To effectively and proactively manage licencing for Enterprise Applications
- In addition to above Primary Responsibilities the incumbent may be assigned any other task from time to time by State IT Secretary/ Head of Nodal Agency/Head SeMT

**Required Profile:**

**Qualification and Experience Required:**

- Master's/Bachelor's in Computer Science /Electronics
- 3 to 5 Years relevant experience in eGovernance Projects
- Project Manager/Supervisor preferred (minimum 3 years' experience in eGovernance projects)

**Skills Required:**

- Expert knowledge, skills and experience of the management, support, configuration, upgrade and enhancements of Enterprise Applications
- Experience of Web development including server side technologies like Java Servlets and/or ASP/.NET.
- Experience of mainstream project management methodologies (Prince2, Agile).
- Evidence of relevant certifications (e.g. MCP, MCSD, MCDBA) will be an added advantage
- Experience of business systems used to support higher education environments (e.g. Agresso, iTrent, CELCAT, Qlikview, Microsoft Dynamics, Jasper reports)
- Good interpersonal, cross-culture communication skills, proactive and self-motivated

**Link to apply for the post:**

[Consultant - Program Managment \(Uttarakhand\)](#)