

N/624/2024-NeGD
National e-Governance Division
Digital India Corporation
Electronics Niketan, 6, CGO Complex Lodhi Road,
New Delhi – 110003
Website: www.negd.gov.in / www.dic.gov.in

Web Advertisement - 21.11.24

The National e-Governance Division (NeGD) is an independent business division under the Digital India Corporation, Ministry of Electronics and Information Technology. NeGD has been playing a pivotal role in supporting MeitY in Programme Management and implementation of e-Governance projects and initiatives undertaken by various Ministries/ Departments, both at the Central and State levels.

NeGD has been spearheading several innovative initiatives under the aegis of the Digital India Programme. Those have been developed keeping the vision areas of Digital India at the core- providing digital infrastructure as a core utility to every citizen, governance and services on demand and in particular, digital empowerment of the citizens of our country; some of these initiatives include DigiLocker, UMANG, Poshan Tracker, OpenForge Platform, API Setu, National Academic Depository, Academic Bank of Credits, Learning Management System.

It has myriad roles and responsibilities from supporting Central Line Ministries and State Government Departments on e-Governance projects, reviewing State Action Plans, offering support in technology management, strategy formulation & implementation of Emerging Technologies viz. AI, Blockchain, GIS etc., to facilitating digital diplomacy with focus on Indian startups and products.

NeGD has been a leader in implementation and execution of a gamut of pilot/ infrastructure/ technical/ special projects and support components to framing core policies, project appraisals, R&D, and guiding /conducting assessments, undertaking activities for building capacities of both Government officials and] other stakeholders, and creating mass awareness about schemes and services under the Digital India Programme.

NeGD is currently inviting applications for the following positions purely on Contract basis initially for a period of 2 years which is further extendable as per the requirement of the project.

S.No	Position	Vacancy
1	Business Analyst / Business Development Executive	4
2	Sr. Business Analyst / Sr. Executive - Business Development	2
Total		6

** The maximum age limit shall be 55 years on the closing date of receipt of application.*

*** The place of posting shall be in New Delhi but transferable to project locations of NeGD as per existing policy of NeGD/DIC.*

Screening of applications will be based on qualifications, age, and relevant experience. NeGD 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 interviews. NeGD 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 DIC and NeGD, viz. www.dic.gov.in and www.negd.gov.in.

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

Last date for submission of applications will be : 06th December 2024

Business Analyst / Business Development Executive

No. of Positions: 4

Qualification: B.E/ B. Tech/ MCA/ MBA or equivalent

Experience (Years): 2-5 Years

Budget : Maximum upto 9 LPA

Job Description

Onboarding

- Develop and maintain relationships with key departments to onboard their critical services onto NeGD projects.
- Coordinate with government officials and vendors to facilitate the launch of selected services.
- Utilize technical understanding for API integration and API testing to ensure seamless software functionality.
- Create and review Functional Requirement Specifications (FRS) and API documentation.

Monitoring

- Collaborate with quality audit partners to track bugs, ensure timely resolution, and maintain quality standards.
- Generate progress assessment reports with qualitative inputs, highlighting deviations for senior management review.
- Provide support for project monitoring and implementation tasks as needed.

Support

- Coordinate with various central and state agencies for application integration and post-integration operations.
- Maintain relationships with integrated departments to ensure service delivery and customer satisfaction.
- Address and resolve issues/complaints from various channels, including social media and app platforms, to ensure a positive customer experience.

Reporting

- Prepare reports and presentations for internal and external stakeholders on project status and progress.
- Ensure partner agencies meet contractual obligations and assist in meeting project requirements.
- Monitor adherence to project timelines, ensuring high-quality output and deliverables.
- Support audits (e.g., SLA, Security) by third-party auditors, ensuring compliance and quality standards.

Required Experience

- 2-5 years of experience in Sales/Marketing within the Software or IT Industry, or as part of a Product Delivery/Operations Team or Enterprise-wide system integration projects.
- Working knowledge of backend architectures, IT trends, and emerging technologies.
- Familiarity with Application Performance Tools (e.g., Kibana, Skywalker) is a plus.
- Proficiency in MS Office, including advanced presentation skills.
- Experience handling and managing senior officials (CXOs, senior management in government or private sectors).
- Strong communication skills (both oral and written).

Additional Skills

- **Technical Insight:** A basic understanding of software development processes, API functionalities, and IT infrastructure.
- **Relationship Management:** Ability to develop strong professional relationships with government and private sector stakeholders.
- **Problem Solving:** Aptitude for identifying service delivery issues and devising solutions for operational improvements.
- **Project Coordination:** Capability to manage timelines, oversee deliverables, and ensure project milestones are met.
- **Analytical Skills:** Ability to analyze technical information, assess progress, and generate detailed reports.

Senior Business Analyst / Senior Executive - Business Development

No. of Positions: 2

Qualification: B.E/ B. Tech/ MCA/ MBA or equivalent

Experience (Years): 5-8 Years

Budget : Maximum upto 14 LPA

Job Description

Onboarding

- Lead strategic efforts to develop and maintain high-level relationships with key government departments to onboard critical services onto NeGD projects.
- Serve as the primary liaison between senior government officials, stakeholders, and vendors to ensure the successful launch of selected services.
- Provide advanced technical oversight on API integration and software functionalities, ensuring seamless onboarding.
- Create, review, and refine comprehensive Functional Requirement Specifications (FRS) and API documentation for technical clarity and accuracy.

Monitoring

- Oversee quality assurance processes by collaborating with quality audit partners to identify bugs, manage their resolution, and ensure project quality.
- Produce in-depth progress assessment reports with detailed qualitative and quantitative insights, highlighting significant deviations for executive review.
- Lead monitoring efforts and provide guidance on project implementation, ensuring alignment with project goals and timelines.

Support

- Facilitate high-level coordination with central and state agencies for application integration and maintain strong post-delivery relationships.
- Act as the senior point of contact for resolving operational issues, fostering long-term relationships with integrated departments.
- Manage escalated issues and complaints from multiple channels, ensuring timely resolution to enhance customer satisfaction and operational efficiency.

Reporting

- Develop and present executive-level reports and presentations on project progress, risks, and milestones for both internal and external stakeholders.

- Ensure compliance with contractual obligations and partner requirements, offering expert support for audit processes.
- Maintain strict adherence to project timelines, overseeing deliverables to guarantee quality standards and performance metrics.

Required Experience

- 5-8 years of experience in senior roles within Sales/Marketing in the Software or IT Industry, or as part of a Product Delivery/Operations Team or Enterprise-wide system integration projects.
- In-depth knowledge of backend architectures, current IT trends, and emerging technologies.
- Advanced experience with Application Performance Tools (e.g., Kibana, Skywalker) is a plus.
- Expert-level proficiency in MS Office, particularly in creating professional presentations for senior executives.
- Proven ability to engage and manage high-level officials (CXOs, senior government, or private sector leaders).
- Exceptional communication skills (both oral and written), with the ability to convey complex technical information to non-technical stakeholders.

Additional Skills

- **Leadership:** Proven experience in leading project teams and managing multiple high-stakes initiatives simultaneously.
- **Technical Expertise:** Strong technical foundation in software development processes, API integrations, and IT infrastructure.
- **Strategic Relationship Building:** Ability to cultivate long-term partnerships with senior government officials and key decision-makers.
- **Problem-Solving Skills:** Advanced analytical skills to diagnose operational challenges and implement effective solutions.
- **Project Management:** Strong project coordination skills, with a track record of delivering projects on time and within budget.
- **Data Analysis:** Capability to interpret complex data, generate insights, and present findings to drive strategic decisions.

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. NeGD 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 NeGD/DIC and the appointees shall not derive any right or claim for permanent appointment at NeGD/DIC or on any vacancies existing or that shall be advertised for recruitment by NeGD in future.
4. NeGD reserves the right to terminate the appointments of all positions with a notice of one month or without any notice by paying one month's salary in lieu of the notice period.
5. The designation of the selected candidates shall be mapped as per the existing designation policy of NeGD.
6. In case of a query, the following officer may be contacted:

HR Team

National e Governance Division, 4th Floor,
Electronics Niketan, 6-CGO, Complex Lodhi Road,
New Delhi – 110003
Email: Negdhr@digitalindia.gov.in