



Positions

Network/Security Administrator (Job Code: 001)

Job description:

The individual will be responsible for managing the network/security requirements of the State Wide Area Network (SWAN)

The overall objective will be to ensure the availability of the network as secured and efficient environment to deliver the services to Citizen Service Centers (CSCs) and the user departments of the state with 99.99% uptime and availability across the state.

The individual will be self motivated and self driven and be able to work with minimal guidance

- Minimum of 3-4 years of experience in the area of Network/Security Administration
- Ensure uptime and availability of the network to provide the Voice, Video and Data Services
- Responsible for 24/7 network support of all internal, cloud and hosting environments. This includes routing/switching, firewall/load balancing, VPN and other related networking technologies.
- The individual will interact with the Managed Service Provider (MSP) and drive resolution of issues
- Coordinate with connectivity provider for related requirements
- Manages cost control on network equipment, telephone systems and voice and data communication services for all locations by reviewing requirements and making recommendations.
- Plans and oversees the installation of networking and voice and data cabling by reviewing requirements, securing quotes and supervising contractors. Performs audits of cabling closets to maintain best practices.
- Addresses customer escalations as well as incident management and informs upper management of current issues, projects and deadlines by providing updates on an ongoing basis.
- Oversees the administration of all applications on communications equipment by using appropriate monitoring tools.
- Oversees necessary system adjustments by examining user response time and conducting performance analysis.
- Ensures the communications equipment software and hardware firmware levels are maintained at appropriate levels.
- Performs system capacity planning by evaluating hardware and software configurations.
- Responsible for support and engineering of mobile networks and/or managing third party relationships in this space.
- Excellent understanding of ITSM-ITIL processes
- Preparation and updation of DR and BC Plans, Conducting mock DR tests
- Maintain Risk Registers
- Participate in periodic audits and compliance checks

**Skills:**

- Level 2 or Level 3 support in production environment
- Excellent trouble shooting skills for Voice, Video, Data networking solutions
- Experience working in a dynamic and high performance support environment with a 99.99% uptime SLA.
- Interior / Exterior Routing / Switching Protocols
- DNS – Domain Name System
- DHCP – Dynamic Host Configuration Protocol
- Proxy Functions (Forward & Reverse)
- Security Protocols – IPSec / SSL, etc.
- Time Protocols – NTP (Network Time Protocol)
- Tag / Label Switching
- Real-Time Protocols for Voice – Skinny / SIP / MGCP
- WAN Communications / Protocols – MPLS / DWDM / Optical Carrier etc.
- Firewall management experience (Cisco PIX/ASA/Load Balancers)
- Disaster Recovery management / Design / Deployment/ Test
- Wireless network design / Deployment / Support
- Virtual / hosting environment experience
- Telco/IP-EPABX and EPABX telephone systems experience
- Experience with Voice Mail and/or Multimedia Messaging
- Data Center network experience
- Excellent understanding of ITSM-ITIL processes
- Preparing and maintaining updated DR and BC Plans, Conducting mock DR tests
- Participate in penetration testing
- Maintain Risk Registers
- Participate in periodic audits and compliance checks

Essential Qualifications:

- Must be an Engineering graduate B.E/B Tech/Post Graduate -MCA/M.Sc.(IT)/MBA(IT)

Preferred Certifications:

- Cisco Certifications
- CCNP – Cisco Certified Network Professional
- CCDP – Cisco Certified Design Professional
- ITIL V3 Foundation
- Industry certifications similar/equivalent to the above

Work Location:

- Chandigarh
- May require to visit the sites within Haryana state



Lead Network/Security Administrator (Job Code: 002)

Job description:

The individual will be responsible for managing the network/security requirements of the State Wide Area Network (SWAN)

The overall objective will be to ensure the availability of the network as secured and efficient environment to deliver the services to Citizen Service Centers (CSCs) and the user departments of the state with 99.99% uptime and availability across the state.

The individual will be self motivated and self driven and be able to work with minimal guidance

- Minimum of 5-9 years of experience in the area of Network/Security Administration
- Ability to establish network specifications; design access, information, and security requirements; designing router administration, including interface configuration and routing protocols.
- The individual will interact with the Managed Service Provider and drive resolution of issues
- Excellent analytical and troubleshooting skills
- Coordinate with BSNL for Network requirements
- Identify and initiate service improvement initiatives for continual improvements in the quality of delivery of services
- Ensure that all incidents are resolved in time and there is 99.99% network uptime.
- Ability to resolve network performance issues to ensure high availability, utilization, throughput and latency; planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures; establishing connections and firewalls.
- Maintain network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor.
- Secure network by developing network access, monitoring, control, and evaluation; maintaining documentation.
- Upgrade network by conferring with vendors; developing, testing, evaluating, and installing enhancements.
- Meet financial requirements by submitting information for budgets; monitoring expenses.
- Protect organization's value by keeping information confidential.
- Accomplish organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Network Performance Tuning
- Strategic Planning Multi-tasking Quality Focus, Technical Zeal
- Excellent understanding of ITSM-ITIL processes
- Preparing and maintaining updated DR and BC Plans, Conducting mock DR tests
- Participate in penetration testing
- Maintain Risk Registers
- Participate in periodic audits and compliance checks



Skills:

- Level 2 or Level 3 support in production environment
- Excellent trouble shooting skills for Voice, Video, Data networking solutions
- Experience working in a dynamic and high performance support environment with a 99.99% uptime SLA.
- Creation of VLANs and management
- Network Design and Implementation
- Must have done migration of IP v4 to IP v6
- Interior / Exterior Routing / Switching Protocols
- DNS – Domain Name System
- DHCP – Dynamic Host Configuration Protocol
- Proxy Functions (Forward & Reverse)
- Security Protocols – IPSec / SSL, etc.
- Time Protocols – NTP (Network Time Protocol)
- Tag / Label Switching
- Real-Time Protocols for Voice – Skinny / SIP / MGCP
- WAN Communications / Protocols – MPLS / DWDM / Optical Carrier etc.
- Firewall management experience (Cisco PIX/ASA or Load Balancers)
- Disaster Recovery management / Design / Deployment/ Test
- Wireless network design / Deployment / Support
- Virtual / hosting environment experience
- Leading and operating in an ITIL service management environment
- Telco/IP-EPABX and EPABX telephone systems experience
- Experience with Voice Mail and/or Multimedia Messaging
- Data Center network experience
- International network experience

Essential Qualifications:

- Must be an Engineering graduate B.E/B Tech/Post Graduate -MCA/M.Sc.(IT)/MBA(IT)

Preferred Certifications:

- Cisco Certifications
- CCNP – Cisco Certified Network Professional
- CCDP – Cisco Certified Design Professional
- ITIL V3 Foundation
- Industry certifications similar/equivalent to the above

Work Location:

- Chandigarh
- May require to visit the sites within Haryana state



Database Administrator (Job Code: 003)

Job description:

The individual will be responsible for administration the Databases for the applications running in the State Data Center (SDC).

The overall objective will be to ensure the availability of the databases in secured and effective manner to deliver the services to Citizen Service Centers (CSCs) and the user departments of the state with 99.99% uptime and availability across the state.

The individual will be self motivated and self driven and be able to work with minimal guidance

- Minimum of 3-4 years of experience in the area of Database Administration
- Configure, maintain and upgrade MS SQL, MySQL and Oracle
- Implement and release SQL and Linux Server database changes
- Proactively monitor database systems to ensure secure services with minimum downtime
- The individual will interact with the Managed Service Provider and drive resolution of issues
- Create and monitor database backups
- Troubleshoot and resolve SQL and Linux development issues
- Test, implement, and support applications/reports
- Ensure availability and performance of the databases that support the system
- Monitor hardware resources allocated to the databases and ensure high resilience and performance tuning
- Provide trend analysis to the management team to enable informed decision making
- Ability to understand and identify database requirements of Projects, evaluate and maintain existing database deployments, propose improvements and design new databases.
- Ability to manage existing databases and resolve issues quickly
- Ability to resolve long standing issues with excellent troubleshooting skills
- Ensure that long standing issues are resolved in time
- Ensure high availability of databases
- Recommend solutions by defining database physical structure and functional capabilities, database security, data back-up, and recovery specifications
- Install revised or new systems by proposing specifications and flowcharts; recommending optimum access techniques; coordinating installation requirements
- Maintain database performance by calculating optimum values for database parameters; implementing new releases; completing maintenance requirements; evaluating computer operating systems and hardware products.
- Support all database functions
- Maintains quality service by establishing and enforcing organization standards.
- Contribute to team effort by accomplishing related results as needed.
- The role may have the requirement for after-hours support and implementations
- Excellent understanding of ITSM-ITIL processes
- Preparing Disaster Recovery Plans, Conducting mock DR tests
- Maintain Risk Registers
- Participate in periodic audits/ service reviews and compliance checks



Essential Qualifications:

- Must be an Engineering graduate B.E/B Tech/Post Graduate -MCA/M.Sc.(IT)/MBA(IT)

Preferred Certifications:

- Microsoft Certified DBA
- MySQL Associate (CMA)
- Oracle Database Administrator Certified Associate (OCA)
- Oracle Database Administrator Certified Professional (OCP)
- Oracle Database Administrator Certified Master (OCM)
- ITIL V3 Foundation
- Industry certifications similar/equivalent to the above

Work Location:

- Chandigarh
- May require to visit the sites within Haryana state



Backup and Storage Administrator (Job Code: 004)

Job description:

The individual will be responsible for managing the Backups and Storage (SAN/NAS) for the data of the applications running in the State Data Center (SDC).

The overall objective will be to ensure the successful backups and availability of storage environment in a secured and effective manner to deliver the services to Citizen Service Centers (CSCs) and the user departments of the state with 99.99% uptime and availability across the state.

The individual will be self motivated and self driven and be able to work with minimal guidance

- 5-8 years of total experience in the same capacity
- Applies high skill and precision with commands, utilities and understands advanced aspects in the administration of Backup and SAN technology.
- Extensive experience with large, enterprise SAN environments, including the design, configuration, ongoing administration and migrations between storage platforms.
- Extensive administration knowledge, including performance tuning, system integration, application integration and standardized support.
- The individual will interact with the Managed Service Provider and drive resolution of issues
- Significant experience in SAN capacity planning and utilization reporting.
- Experience in configuring and administering SAN storage and application monitoring tools.
- Effective communication and interaction with clients, peers, and vendors. Work with external business partners and technology partners to ensure smooth integration with systems and processes.
- Work with various vendors of SAN and storage hardware to ensure the maintenance of firmware/microcode to the appropriate levels.
- Execute standard administration tasks such as zoning, provisioning, reclamations and response to system alerts.
- Evaluates, selects, designs, integrates and implements new system architectures, tools and techniques.
- Understands, contributes to and promotes standards, guidelines and policies for the use and integration of storage technology.
- Performs expert level troubleshooting in all aspects of the storage environment including arrays and networks.
- Leads the selection, adoption and optimization of features within the storage environment.
- Creates and implements SAN automation and scripts to improve accuracy and efficiency of tasks.
- Identifies initiatives to improve storage environment in line with the needs of the business and enterprise architecture.
- Contributes to and leads, as appropriate, documentation and ongoing documentation standards for configuration, architecture and support.
- The role may have the requirement for after-hours support and implementations.
- Excellent understanding of ITSM-ITIL processes
- Preparing Disaster Recovery Plans, Conducting mock DR tests
- Maintain Risk Registers
- Participate in periodic audits/ service reviews and compliance checks
- Thrives in a team environment and has a strong customer service orientation.



Skills:

Backup:

- Ability to design and develop backup strategy, suggest improvements
- Ensure backups are taken successfully as per schedule and troubleshoot any related issues
- Design and develop backup policies
- Ensure that restorations test are conducted periodically
- Experience of working on known backup solutions such as Tivoli, Veritas Backup Exec, CA Unicenter
- Awareness on different backup methodologies

Storage:

- Proficient/expert level knowledge on any one or more of the known storage solutions such as NetApp, HP/ 3PAR, HP XP, EVA, MSA and EMC
- Handled data storage of at least 500 TB on regular/tape backup.
- Configure and administer RAID, storage and associated components.
- Well Versed with multiple data centre environment and also in some cases interoperability of Data exchanges between the data centers.
- Configure and administer data backup clients and servers.
- Maintain storage aspects of new server integrations, storage allocation, and change management.

Essential Qualifications:

- Must be an Engineering graduate B.E/B Tech/Post Graduate -MCA/M.Sc.(IT)/MBA(IT)

Preferred Certifications:

- NetApp Certified Data Administrator
- NetApp Certified Data Administrator
- NetApp Certified B & R Implementation Engineer
- NetApp Certified SAN Implementation Engineer
- EMC Storage Administrator
- Symantec - Veritas Data Protection Backup Exec
- ITIL V3 Foundation
- Industry certifications similar/equivalent to the above

Work Location:

- Chandigarh
- May require to visit the sites within Haryana state



Wintel Server Administrator (Job Code: 005)

Job description:

The individual will be responsible for administration of the Wintel servers hosted in the State Data Center (SDC).

The overall objective will be to ensure the availability of Wintel Server environment in a secured and effective manner to deliver the services to Citizen Service Centers (CSCs) and the user departments of the state with 99.99% uptime and availability across the state.

The individual will be self motivated and self driven and be able to work with minimal guidance

- Minimum years 3-4 years of hands on experience and sound knowledge of Windows Server Administration such as Windows 2003, 2008 and 2012
- Experience of working in a dedicated environment for IT Operations, Infrastructure services support (Systems management), operations, monitoring and end user support.
- Excellent troubleshooting and problem solving skills.
- The individual will interact with the Managed Service Provider and drive resolution of issues
- Experience in operating Windows platform environments, including MS Clustering, NLB, Data Backup, Middleware applications (Terminal Services, Citrix)
- Knowledge of Microsoft Core components is mandatory. (DNS, DHCP, WINS)
- Knowledge of Enterprise class x86 servers (HP, IBM & DELL) is mandatory.
- Experience of using known Remote Administration Tools such as HP Open View and others is desirable.
- Understanding of storage and back up concepts
- Excellent understanding of ITSM-ITIL processes
- Preparing Disaster Recovery Plans, Conducting mock DR tests for Wintel Services
- Maintain Risk Registers
- Participate in periodic audits/ service reviews and compliance checks
- Experience of working in virtualized environment

Essential Qualifications:

- Must be an Engineering graduate B.E/B Tech/Post Graduate -MCA/M.Sc.(IT)/MBA(IT)

Skills:

- Windows Server Administration 2003/2008/2012
- AD/Exchange/DHCP/DNS/WINS
- Internet Authentication Service (IAS) and Network Policy Server (NPS)
- Performance Tuning, OS Hardening/Patching

Preferred Certifications:

- MCSE Certified on Windows server 2003/2008/2012
- MCITP: Server Administrator /MCITP: Enterprise Administrator
- ITIL V3 Foundation
- Industry certifications similar/equivalent to the above

Work Location:

- Chandigarh
- May require to visit the sites within Haryana state



UNIX/Linux Server Administrator (Job Code: 006)

Job description:

The individual will be responsible for managing the UNIX/Linux server administration of the servers located in the State Data Center (SDC)

The overall objective will be to ensure the availability of UNIX/Linux Server environment as a managed service for the government business in a secured and effective manner to deliver the services to Citizen Service Centers (CSCs) and the user departments of the state with 99.99% uptime and availability across the state.

The individual will be self motivated and self driven and be able to work with minimal guidance

- Candidate must have 6-9 years of active administration experience in UNIX/Linux systems in a complex computing environment.
- Strong programming skills and a desire to automate repetitive tasks will be essential.
- Advanced Unix administration and troubleshooting (Redhat/Ubuntu strongly preferred)
- The individual will interact with the Managed Service Provider and drive resolution of issues
- Understanding of Unix internals/Inter-process communication
- Cryptography and Kerberos
- TCP/IP networking and DNS administration
- NFS (v3/v4) and the Linux automounter
- Building, installation, and support of GNU/FSF development tools
- Complex middleware and understanding of various transport layer protocols
- Passion to drive and improve the IT Infrastructure and processes
- Storage fundamentals and understanding of various storage architecture like SAN, NAS
- Batch queuing systems
- Source code and version control systems
- Unix/Windows interoperability and CIFS file sharing
- System performance tuning
- Apache web server administration
- Excellent understanding of ITSM-ITIL processes
- Preparing and maintaining updated DR and BC Plans, Conducting mock DR tests
- Participate in penetration testing
- Maintain Risk Registers
- Participate in periodic audits and compliance checks

Essential Qualifications:

- Must be an Engineering graduate B.E/B Tech/Post Graduate -MCA/M.Sc.(IT)/MBA(IT)

Preferred Certifications:

- Red Hat Certified Administrator
- ITIL V3 Foundation
- Industry certifications similar/equivalent to the above

Work Location:

- Chandigarh
- May require to visit the sites within Haryana state



Cloud Services Administrator (Job Code: 007)

Job description:

The individual will be responsible for the support of Cloud Services hosted in the State Data Center (SDC)

The overall objective will be to ensure the availability of the Cloud Services environment as a managed service in a secured and effective manner to deliver the services to Citizen Service Centers (CSCs) and the user departments of the state with 99.99% uptime and availability across the state.

The individual will be self motivated and self driven and be able to work with minimal guidance

- The candidate must have 6-9 years of hands on experience
- Hands on Experience of virtualization preferably
- Experience on administration of cloud services
- The individual will interact with the Cloud Service Provider (CSP) and drive resolution of issues
- Experience of working on any of the Cloud Services, preferably providing IaaS
- Experience and knowledge of working on Eucalyptus platform will be preferred
- Experience of working on AWS APIs
- Excellent understanding of ITSM-ITIL processes
- Preparing and maintaining updated DR and BC Plans, Conducting mock DR tests
- Participate in penetration testing
- Maintain Risk Registers
- Participate in periodic audits and compliance checks
- Excellent understanding of ITSM-ITIL processes
- Preparing and maintaining updated DR and BC Plans, Conducting mock DR tests
- Participate in penetration testing
- Maintain Risk Registers
- Participate in periodic audits and compliance checks

Skills:

- Linux Administration, Shell Scripting, Perl, Python
- KVM/Zen/VMWare Virtualization
- Knowledge of Configuration Management Tools such as Puppet, Chef, Ansible

Essential Qualifications:

- Must be an Engineering graduate B.E/B Tech/Post Graduate -MCA/M.Sc.(IT)/MBA(IT)

Preferred Certifications:

- Eucalyptus certification
- VM Ware certification
- ITIL V3 Foundation
- Industry certifications similar/equivalent to the above

Work Location:

- Chandigarh
- May require to visit the sites within Haryana state



IT Infrastructure Services Manager (Job Code: 008)

Job description:

The individual will be responsible for the creation of dashboards, real time monitoring of services and reporting of service levels for the State Data Center (SDC) and State Wide Area Network (SWAN)

The overall objective will be to ensure the availability of the live dashboards and service levels as a managed service in a secured and effective manner to deliver the services to Citizen Service Centers (CSCs) and the user departments of the state with 99.99% uptime and availability across the state.

The individual will be self motivated and self driven and be able to work with minimal guidance

- 3-4 years of experience in similar capacity
- Will create the dashboards for the business services with respect to the user departments and citizen services
- Identify and suggest areas for service improvements
- Drive service improvement initiatives
- Initiate and conduct monthly service delivery meetings
- Follow up on actions from the meetings
- Monthly reporting of service levels
- Reports of Availability, Capacity and Performance of IT Infrastructure Resources
- Design and deliver manual and automated reports
- Day to day monitoring of the State Network and Data Center infrastructure and corresponding SLA
- Understand SLA and track compliance

Skills:

- EMS/NMS configuration
- Service reports creation
- Static/Dynamic Dashboard creation

Essential Qualifications:

- Must be an Engineering graduate B.E/B Tech/Post Graduate -MCA/M.Sc.(IT)/MBA(IT)/
- Graduate with Post Graduate Diploma in IT and minimum two years additional experience can also apply

Preferred Certifications:

- ITIL V3 Foundation
- Industry certifications similar/equivalent to the above

Work Location:

- Chandigarh
- May require to visit the sites within Haryana state



IT Infrastructure Process and Quality Manager (Job Code: 009)

Job description:

The individual will be responsible for managing the adherence to processes, setting up new processes, policies and procedures and compliance to quality standards such as ISO 20000, ISO 27001 for the State Data Center (SDC) and State Wide Area Network (SWAN)

The overall objective will be to ensure process effectiveness and quality consciousness for providing managed services in a secured and effective manner to deliver the services to Citizen Service Centers (CSCs) and the user departments of the state with 99.99% uptime and availability across the state.

The individual will be self motivated and self driven and be able to work with minimal guidance

- The candidate will have experience on 6-9 years in similar capacity
- Understanding and experience of implementing ITSM and ITIL
- Experience in implementing ISO 20000 and ISO 27001 standard
- Conduct and facilitate internal audits/reviews for all services periodically
- Participate and facilitate external audits
- Assist in preparation of business continuity and disaster recovery plans for all services
- Review, plan and conduct and BC and DR mock exercise for all services/teams
- Initiate service improvement initiatives and drive them
- Measure effectiveness of processes
- Identify areas for automation and drive process automation
- Maintain and review the SDC/SWAN overall Risk Register/Issues
- Review, maintain and ensure updated BC and DR Plans for all services
- Ensure continual improvement of service delivery

Skills:

- Implementation of ITSM/ITIL framework
- Implementation of ISO 20000 and ISO 27001

Essential Qualifications:

- Must be an Engineering graduate B.E/B Tech/Post Graduate -MCA/M.Sc.(IT)/MBA(IT)/
- Graduate with Post Graduate Diploma in IT and minimum two years additional experience can also apply

Preferred Certifications:

- ITIL V3 Foundation
- Internal Auditor for ISO 20000
- Internal Auditor for ISO 27001
- Lean and Six Sigma
- Industry certifications similar/equivalent to the above

Work Location:

- Chandigarh
- May require to visit the sites within Haryana state



EMS/NMS Tool Administrator (Job Code: 010)

Job description:

The individual will be responsible for administration of EMS/NMS Tool for the State Data Center (SDC) and State Wide Area Network (SWAN)

The overall objective will be to ensure availability of the tool for providing managed services in a secured and effective manner to deliver the services to Citizen Service Centers (CSCs) and the user departments of the state with 99.99% uptime and availability across the state.

The individual will be self motivated and self driven and be able to work with minimal guidance

- The individual will have 3-4 years of hands on experience on any one know EMS/NMS solution
- The individual will be responsible for the availability and smooth functioning of the EMS/NMS solution
- Will have to make changes as required for delivering the services to the solution
- Good functional knowledge of any one of the known solutions from CA, HP, Microsoft, IBM or any other leading products
- Will be required to have good understanding of the existing deployment
- Good fundamental understanding of the EMS/NMS
- Engage with vendor for the existing deployment to resolve long pending or persisting issues

Skills:

- Functional knowledge of EMS/NMS solution from a leading vendor
- Good debugging/troubleshooting skills

Essential Qualifications:

- Must be an Engineering graduate B.E/B Tech/Post Graduate -MCA/M.Sc.(IT)/MBA(IT)/
- Graduate with Post Graduate Diploma in IT and minimum two years additional experience can also apply

Preferred Certifications:

ITIL V3 Foundation
EMS/NMS Certification

Work Location:

- Chandigarh
- May require to visit the sites within Haryana state