BIHAR VIKAS MISSION
Job Description

1. General Information	
Position Title:	**Computer Cell Head**
Reports to:	**General Manager – HR & IT**
Department:	**Bihar Vikas Mission**
Job Code:	

2. Organization Chart

General Manager – HR & IT

Computer Cell Head
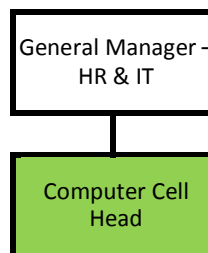
3. Key Accountabilities

IT Application Support

- Monitor, analyse and report on the functioning of IT systems, networks and applications within own area with regard to the defined performance criteria
- Guide own team to provide timely and effective troubleshooting services for all BVM IT systems, networks and application and provide support as required
- Manage complex and chronic incidents and problems and ensure resolution in a timely and effective manner through appropriate means
- Manage coordination with users, identify queries and issues related to IT Application Support and guide team to ensure resolution in a timely and effective manner, as required

IT Operations

- Supervise own team to carry out the planned and ad hoc hardware and software installation and maintenance activities
- Establish systems for data and database management and guide own team to maintain databases, process batches of information and develop and share required reports
- Manage coordination with users, identify queries and issues related to IT Operations and guide team to ensure resolution in a timely and effective manner, as required

IT Development

- Identify IT development needs based on organization and user requirements and liaise with external vendors for development of appropriate systems and applications
- Manage testing and integration of developed systems and applications in coordination with external vendors

Vendor Management

- Manage selection and negotiation with external vendors ensuring that the terms and conditions are favourable to BVM
- Manage and maintain relationships with vendors and provide the required support to vendors for

	carrying out the assigned IT activities
•	Monitor performance of vendors and third-party service providers within own area and highlight and / or take appropriate action in case of sub-optimal performance

Continuous Improvement

- Identify opportunities for continuous improvement of systems, processes and practices taking into account best practices, in order to facilitate cost optimization and productivity improvement

Policies, Systems, Processes & Procedures

- Follow all relevant departmental policies, processes, standard operating procedures and instructions so that work is carried out in a controlled and consistent manner

Related Assignments

- Perform other related duties or assignments as directed

4. Qualifications and Experience

Minimum

- Master's degree (full time) in Computer Application (2 years full time) / Bachelor's degree (full time) in Computer Science / IT / Electronics
- Minimum 5 years of post-qualification experience in such IT domains as IT operations / networking / IT support

Preferred

- Less than 40 years of age as on 1st January 2020
- Experience in leading / managing IT team(s) in a reputed private organization / multinational corporation
- Experience of working with state / central government / bilateral / multilateral organizations (e.g. World bank, DFID, UNDP, ADB) in managing IT operations and / or IT support
- Master's degree (full time) in Computer Application / Bachelor's degree (full time) in Computer Science / IT / Electronics (full time) from any of the institutes as published under the National Institutional Ranking Framework issued by MHRD and / or QS World University Rankings, as updated from time to time
- Certification / courses in hardware maintenance and networking

5. Knowledge and Other Skill

- Thorough knowledge of IT operations and application support
- Good knowledge and familiarity with latest IT technology and trends
- Knowledge of IT system and application development
- Excellent vendor management skills
- Technical troubleshooting and problem solving skills
- Good interpersonal and communication skills

6. Competencies		Basic	Proficient	Expert
i.	Strategic/Innovative Thinking		✓	
ii.	People First		✓	
iii.	Consultation and Consensus Building		✓	
iv.	Initiative & Drive		✓	
v.	Problem Solving		✓	

BIHAR VIKAS MISSION
Job Description

Basic	Proficient	Expert
Aware of principles and their application	*Sufficiently competent to work alone*	*Competent to support and advise others*