

BIHAR VIKAS MISSION

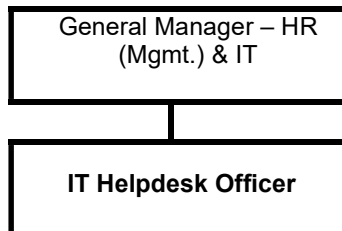
Job Description



1. General Information:

Position Title:	IT Helpdesk Officer
Reports to:	GM - HR (Mgmt. & IT)
Department:	Bihar Vikas Mission

2. Organization Chart



3. Key Accountabilities

Monitoring

- Monitor, analyse and report on the functioning of IT systems, networks and applications within own area with regard to the defined performance criteria

Installation & Maintenance

- Carry out the assigned hardware and software installation and maintenance activities coordinating with concerned users and seek guidance of superior where necessary

Incident & Problem Management

- Provide timely and effective troubleshooting services for assigned IT systems, networks and applications and execute assigned change requests to ensure continuity
- Escalate complex incidents and problems to superior or other relevant teams (like hired external vendors etc.)
- Travel to user sites performing on-site support tasks to resolve hardware and software-related issues
- Maintain proper documentation for all issues and corresponding solutions for future use and reference

Vendor Management

- 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 in case of sub-optimal performance

Database & Data Management

- Maintain databases, process batches of information, ensure effective data management (updating, organizing and controlling information) and develop and share required reports

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Job Description

Continuous Improvement

- Identify opportunities for continuous improvement of systems, processes and 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

Essential

- Bachelor's degree in Computer Application / Computer Science / IT / Electronics.
- Minimum 2 Years of post-qualification experience in IT operations / networking / IT support

Preferred

- Less than 40 years of age as on 1st August 2021
- Experience of working with state / central government or any other organization under the aegis of State or Central Government / bilateral / multilateral organizations (e.g. World bank, DFID, UNDP, ADB) in IT operations / networking / IT support.
- Education higher than Bachelor's degree in Computer Application / Computer Science / IT / Electronics.
- Certification / Courses (*duration not less than 15 days*) in hardware maintenance and networking

#Age limit for SC / ST (Male/Female) domicile / resident of Bihar – 45 years;

Age limit for BC / EBC (Male/Female) domicile / resident of Bihar – 43 years;

Age limit for General (Female) domicile / resident of Bihar – 43 years

5. Knowledge and Other Skill

- Good knowledge and familiarity with latest IT technology and trends
- Knowledge of IT system and application development
- 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	✓		

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