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# Version and Change History:

| **Sr. No.** | **Version** | **Details of Amendment** | **Author** | **Date** | **Approver** | **Date** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | 1.0 | Initial Document | MR | 3rd September 2018 | MD | 3rd September 2018 |
| 2 | 1.1 | Updation of Roles & Responsibilities based on Stage 1 Audit Findings | MR | 9th January 2019 | MD | 9th January 2019 |
| 3 | 1.2 | Added Roles and Responsibilities for Resourcing Team | MR | 18th February 2019 | MD | 18th February 2019 |
| 4 | 2.0 | Annual Review and no changes | MR | 13-Dec-2019 | MD | 16-Dec-2019 |
| 5 | 3.0 | Annual Review | MR | 06-Nov-2020 | MD | 10-Npv-2020 |
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| **Department** | **Roles** | **Responsibilities** | **Skill Set** | |
| --- | --- | --- | --- | --- |
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| **Management** | **Managing Director** | **Roles**    To control and oversee all business operations, people and ventures. Strategist and a leader able to steer the company to the most profitable direction while also implementing its vision, mission and long term goals.  **Competency**  **Qualification:** MBA from a reputed institute  **Experience:** Minimum 25 years of experience. | | |
| * Develop and execute the company’s business strategies to attain the goals of the board and shareholders * Provide strategic advice to the board and Chairperson so that they will have accurate view of the market and the company’s future * Prepare and implement comprehensive business plans to facilitate achievement by planning cost-effective operations and market development activities * Ensure company policies and legal guidelines are communicated all the way from the top down in the company and that they are followed at all times * Communicate and maintain trust relationships with shareholders, business partners and authorities * Oversee the company’s financial performance, investments and other business ventures * Delegate responsibilities and supervise the work of executives providing guidance and motivation to drive maximum performance * Read all submitted reports by lower rank managers to reward performance, prevent issues and resolve problems * Act as the public speaker and public relations representative of the company in ways that strengthen its profile * Analyze problematic situations and occurrences and provide solutions to ensure company survival and growth * Review of QMS as well as ISMS documents * Approval of QMS as well as ISMS documents * Provide all resources for managing QMS as well as ISMS * Evaluation of effectiveness of QMS and ISMS and take necessary actions for improvement * Define / Review / Approve the Quality / Security policy, functional policy and Quality / Security system to be operated in CIPL | * Proven experience as Managing Director or other managerial position * Demonstrable experience in developing strategic and business plans * Thorough knowledge of market changes and forces that influence the company * Strong understanding of corporate finance and measures of performance * Familiarity with corporate law and management best practices * Excellent organisational and leadership skills * Excellent communication, interpersonal and presentation skills * Outstanding analytical and problem-solving abilities | |
| **Chief Operating Officer** | **Roles**  To maintain control of diverse business operation.  The goal of the COO position is to secure the functionality of business to drive extensive and sustainable growth.  **Competency**  **Qualification:** Engineering Graduate and MBA from a reputed institute  **Experience:** Minimum 20 years of experience. | | |
| * Design and implement business strategies, plans and procedures * Set comprehensive goals for performance and growth * Establish policies that promote company culture and vision * Oversee daily operations of the company and the work of executives (IT, Marketing, Sales, HR, and Finance etc.) * Lead team to encourage maximum performance and dedication * Evaluate performance by analysing and interpreting data and metrics * Write and submit reports to the MD in all matters of importance * Assist MD in fundraising ventures * Participate in expansion activities (investments, acquisitions, corporate alliances etc.) * Manage relationships with client / partners / vendors * Review of QMS as well as ISMS documents * Approval of QMS as well as ISMS documents * Provide all resources for managing QMS as well as ISMS * Provide guidance to teams in terms of implementation of QMS and ISMS * Evaluation of effectiveness of QMS and ISMS and take necessary actions for improvement using defined Objectives (QMS & ISMS) * Define / Review / Approve the Quality / Security policy, functional policy and Quality / Security system to be operated in CIPL | * Proven experience as Chief Operating Office or relevant role * Understanding of business functions such as HR, Finance, marketing etc. * Demonstrable competency in strategic planning and business development * Working knowledge of data analysis and performance/operation metrics * Working knowledge of IT/Business infrastructure and MS Office * Outstanding organizational and leadership abilities * Excellent interpersonal and public speaking skills * Aptitude in decision-making and problem-solving | |
|  | **Management Representative – MR** | **Roles**  To maintain control of all activities related to Quality management System in the organization.  **Competency**  **Qualification:** Engineering Graduate and MBA from a reputed institute  **Experience:** Minimum 10+ years of experience.  Preferably Certified Lead Auditor for ISO 9001:2015 | | |
| * Ensure the Information System is established, implemented and maintained. * Maintain all documents related to QMS. * Coordinator for Management reviews. * Co-ordinate for Internal Audits with all HODs and Internal Auditors * Consolidate all Audit Findings and present details to Senior Management periodically * Reporting to Management on the performance of the QMS. * Liasoning with accreditation management system certification agencies. * Business continuity support * Co-ordinate with all HOD’s & Senior Management continuously for Quality Management System to monitor the activities by reviewing department-wise records to verify effective implementation of the system. * Collection of Quality Objectives from HODs and collate the details * Analysis of Quality Objectives and advice teams for improvements * Promoting awareness of ISO 9001:2015 requirements. * Define the quality policy, functional policy and quality system to be operated in CIPL * Establish the Organization Structure and making necessary changes in it from time to time * Define responsibility and authority of the functional positions in CIPL as per requirements * Follow up with respective HOD’s for closure of Audit findings and ensuring compliances to the processes * Ensure awareness trainings are given to all concern team members | * Approval of documents as per Master list of QMS Document. * Authorized to decide corrective and preventive action | |
| **Chief information Security officer – CISO** | **Roles**  To maintain control of all activities related to Information Security in the organization.  **Competency**  **Qualification:** Engineering Graduate and MBA from a reputed institute  **Experience:** Minimum 10+ years of experience.  Preferably Certified Lead Auditor for ISO 27001:2013 | | |
| * Ensure the IS system is established, implemented and maintained. * Maintain all documents related to IS system. * Coordinator for Management reviews. * Co-ordinate for Internal Audits with all HODs and Internal Auditors * Consolidate all Audit Findings and present details to Senior Management periodically * Reporting to Management on the performance of the ISMS. * Liasoning with accreditation management system certification agencies. * Business continuity support * Co-ordinate with all HOD’s & Senior Management continuously for Information Security Management System to monitor the activities by reviewing department-wise records to verify effective implementation of the system. * Collection of Security Objectives from HODs and collate the details * Analysis of Security Objectives and advice teams for improvements * Define the Security policy, functional policy and Security system to be operated in CIPL * Establish the Organization Structure and making necessary changes in it from time to time * Define responsibility and authority of the functional positions in CIPL as per requirements * Follow up with respective HOD’s for closure of Audit findings and ensuring compliances to the processes * Ensure security awareness trainings are given to all concern team members * Reporting to Management on the performance of the IS system. * Coordinator for Management reviews. * Promoting awareness of ISO 27001:2013 requirements. * Liasoning with accreditation management system certification agencies. * Business continuity support * Preparation / updation of Risk Assessment Sheet * Review of Risk Assessment Sheet based on the defined periodicity | * Approval of documents as per Master list of IS System Document. * Authorized to decide corrective action. | |
| **Sales** | **Head Sales** | **Role**  To meet our customer acquisition and revenue growth objectives.  Developing key growth sales strategies, tactics and action plans. Successful execution of these strategies is required to achieve your financial targets. Goals will include hitting annual targets, building relationships and understanding customer trends.  **Competency**  **Qualification:** Graduate and MBA in Sales & Marketing  **Experience:** Minimum 15 years of experience. | | |
| * Own and hit/exceed annual sales targets [within assigned territory](https://resources.workable.com/territory-manager-job-description) and accounts * Develop and execute strategic plan to achieve sales targets and expand our customer base * Build and maintain strong, long-lasting customer relationships * Partner with customers to understand their business needs and objectives * Effectively communicate the value proposition through proposals and presentations * Understand category-specific landscapes and trends * Reporting on forces that shift tactical budgets and strategic direction of accounts * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Ability to communicate, present and influence all levels of the organization * Ability to drive the sales process from plan to close * Ability to articulate the distinct aspects of services * Demonstrable experience as head of sales, developing client-focused, differentiated and achievable solutions * Excellent mentoring, coaching and people management skills * Excellent listening, negotiation and presentation skills * Excellent verbal and written communications skills | |
| **Manager - Sales** | **Role:**  To meet customer acquisition and revenue growth targets by keeping company competitive and innovative.  **Competency**  **Qualification:** Graduate and MBA in Sales & Marketing  **Experience:** Minimum 8 years of experience. | | |
| * Achieve growth and hit sales targets by successfully managing the sales team * Design and implement a strategic business plan that expands company’s customer base and ensure it’s strong presence * Build and promote strong, long-lasting customer relationships by partnering with them and understanding their needs * Present sales, revenue and expenses reports and realistic forecasts to the management team * Identify emerging markets and market shifts while being fully aware of new services and competition status * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Successful previous experience as a sales representative or sales manager, consistently meeting or exceeding targets * Committed to continuous education through workshops, seminars and conferences * Demonstrated ability to communicate, present and influence credibly and effectively at all levels of the organization * Proven ability to drive the sales process from plan to close * Strong business sense and industry expertise * Excellent listening, negotiation and presentation skills * Excellent verbal and written communications skills | |
| **Executive - Sales** | **Roles**  Discovering and pursuing new sales prospects and maintaining customer satisfaction. The goal is to meet and surpass the company’s expectations to drive rapid and sustainable growth.  **Competency**  **Qualification:**Graduate and MBA in Sales & Marketing  **Experience:**Minimum 8 years of experience | | |
| * Identify selling possibilities and evaluate customer needs * Actively seek out new sales opportunities through cold calling, networking and social media * Set up meetings with potential clients and listen to their wishes and concerns * Prepare and deliver appropriate presentations on services * Create frequent reviews and reports with sales and financial data * Negotiate/close deals and handle complaints or objections * Collaborate with team to achieve better results * Excellent listening, negotiation and presentation skill * Excellent verbal and written communications skills * Generation of Quality / Security objective records and maintenance as per process * Closure of Audit Findings * Provide inputs for periodical review of Risks related to the process * Ensuring Quality and Security activities as per defined process | * Proven experience as a sales executive or relevant role * Proficiency in English * Excellent knowledge of MS Office * Thorough understanding of marketing and negotiating techniques * Fast learner and passion for sales * Self-motivated with a results-driven approach * Aptitude in delivering attractive presentations * Excellent listening, negotiation and presentation skills * Excellent verbal and written communications skills | |
|  | **International Sales** | **Roles**    To meet customer acquisition and revenue growth objectives.  Developing key growth sales strategies, tactics and action plans. Successful execution of these strategies is required to achieve your financial targets. Goals will include hitting annual targets, building relationships and understanding customer trends.  **Competency**  **Qualification:** Graduate and MBA in Sales & Marketing  **Experience:** Minimum 15 years of experience. | | |
| * Own and hit/exceed annual sales targets [within assigned territory](https://resources.workable.com/territory-manager-job-description) and accounts * Responsible for the P&L for the respective International Region * Develop and execute strategic plan to achieve sales targets and expand our customer base * Build and maintain strong, long-lasting customer relationships * Partner with customers to understand their business needs and objectives * Effectively communicate the value proposition through proposals and presentations * Understand category-specific landscapes and trends * Reporting on forces that shift tactical budgets and strategic direction of accounts * Generation of Quality / Security objective records and maintenance as per process * Closure of Audit Findings * Provide inputs for periodical review of Risks related to the process * Ensuring Quality and Security activities as per defined process | * Ability to communicate, present and influence all levels of the organization * Ability to drive the sales process from plan to close * Ability to articulate the distinct aspects of services * Demonstrable experience as head of sales, developing client-focused, differentiated and achievable solutions * Excellent mentoring, coaching and people management skills * Excellent listening, negotiation and presentation skill * Excellent verbal and written communications skills | |
| **Human Resources** | **Head of Human Resources** | **Roles**    To ensure HR department operates efficiently and aligns with our business objectives. To oversee all personnel-related matters and ensure we use our resources beneficially.  **Competency**  **Qualification:** Graduate and MBA in HR  **Experience:** Minimum 15 years of experience. | | |
| * Develop and implement HR strategies and initiatives aligned with the overall business strategy * Implement functional HRMS and internal databases across all departments and locations * Oversee our payroll and performance evaluation systems * Design company policies and procedures * Review and update our employment contracts and agreements * Prepare Annual budgets for the department * Manage internal communication * Employee training and development initiatives * Ensure our recordkeeping and data processing procedures * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | | * Work experience as Head of HR Operations * Experience with Human Resources Information Systems including payroll * Experience in designing compensation and benefits programs * Good knowledge of labour laws * An analytical mind with problem-solving skills * Excellent organizational and multitasking abilities * Leadership abilities |
| **Manager -  Human Resources** | **Roles**    The goal is to promote corporate values and enable business success through human resource management, including job design, recruitment, performance management, training & development, employment cycle and talent management.  **Competency**  **Qualification:** Graduate and with MBA in HR  **Experience:** Minimum 15 years of experience. | | |
| * Develop and monitor overall HR strategies, systems, tactics and procedures across the organization * Bridge management and employee relations by addressing demands, grievances or other issues * Manage the employee life cycle * Support current and future business needs through the development, engagement, motivation and preservation of human capital * Nurture a positive working environment * Oversee and manage a performance appraisal system that drives high performance * Maintain pay plan and benefits program * Assess training needs to apply and monitor training programs * Report to management and provide decision support through HR metrics * Ensure legal compliance throughout human resource management * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Proven working experience as HR manager * People oriented and results driven * Demonstrable experience with human resources metrics * Knowledge of HR systems and databases * Excellent active listening, negotiation and presentation skills * Competence to build and effectively manage interpersonal relationships at all levels of the company * Knowledge of labour law and HR Best Practices | |
| **Executive Human Resources** | **Roles**    Liaison between HR managers and employees, ensuring smooth communication and prompt resolution of all queries. You will also support our daily HR activities and assist in coordinating HR policies, processes and relevant documents.  **Competency**  **Qualification:** Graduate and preferable Diploma in HR  **Experience:** Minimum 3 years of experience. | | |
| * Assist with day to day operations of the HR functions and duties relating to employee life cycle from on-boarding to exit * Provide clerical and administrative support to Human Resources Manager * Compile and update employee records (hard and soft copies) * Process documentation and prepare reports relating to personnel activities (recruitment, training, grievances, performance evaluations etc.) * Coordinate HR activities (meetings, training, surveys etc.) and take minutes * Deal with employee requests regarding human resources issues, rules, and regulations * Assist in payroll preparation by providing relevant data (attendance, leaves, hold salary, final clearance details etc.) * Organise Employee engagement activities * Regular announcing of Rewards & Recognition program * Engage employee on organizational CSR Activities * Properly handle complaints and grievance procedures * Coordinate communication with candidates and schedule interviews * Conduct initial orientation to newly hired employees * Generation of Quality / Security objective records and maintenance as per process * Closure of Audit Findings * Provide inputs for periodical review of Risks related to the process * Ensuring Quality and Security activities as per defined process | * Proven experience as an HR Executive with relevant Human Resources position * Hands on experience with an HRMS system * Basic Knowledge of Labour Laws * Excellent Organisational Skills * Strong Communications skills | |
| **Information Technology** | **Head IT** | **Roles**  To oversee all IT (Information Technology) functions in our company. Will be in charge of a team. The goal is to ensure IT systems and people are effective and functioning within the limits of budget, time and specifications of the company.  **Competency**  **Qualification:** Graduate in Engineering and MBA in IT  **Experience:** Minimum 12 years of experience. | | |
| * Oversee all technology operations (e.g. network security) and evaluate them according to established goals * Devise and establish IT policies and systems to support the implementation of strategies set by upper management * Analyze the business requirements of all departments to determine their technology needs * Purchase efficient and cost effective technological equipment and software * Inspect the use of technological equipment and software to ensure functionality and efficiency * Identify the need for upgrades, configurations or new systems and report to upper management * Coordinate and  supervise team members and provide guidance * Control budget and report on expenditure * Assist in building relationships with vendors and creating cost-efficient contracts * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Experience in analysis, implementation and evaluation of IT systems and their specifications * Sound understanding of computer systems (hardware / software), networks etc. * Experience in controlling information technology budget * Outstanding communication abilities An analytical mind with problem-solving skill * Excellent organizational and multitasking abilities * Leadership abilities | |
| **Manager IT** | **Roles**  Accountable for the smooth running of computer systems. You will supervise the implementation and maintenance of  company’s computing needs.  **Competency**  **Qualification:** Graduate preferably in Science or Engineering  **Experience:** Minimum 6 years of experience. | | |
| * Manage information technology and computer systems * Plan, organize, control and evaluate IT and electronic data operations * Ensure security of data, network access and backup systems * Act in alignment with user needs and system functionality to contribute to organizational policy * Identify problematic areas and implement strategic solutions in time * Audit systems and assess their outcomes * Preserve assets, information security and control structures * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Proven working experience as an IT manager or relevant experience * Excellent knowledge of technical management, information analysis and of computer hardware/software systems * Hands-on experience with computer networks, network administration and network installation, firewall, windows desktop & Server Products * Knowledge of virtualization, storage solutions, patch management, backup systems * Ability to manage personnel | |
| **Executive IT** | **Roles**  To maintain, upgrade and manage our software, hardware and networks. Should be able to diagnose and resolve problems quickly. Goal will be to ensure that our technology infrastructure runs smoothly and efficiently.  **Competency**  **Qualification:** Graduate preferably in Science or Engineering with  Microsoft certifications  **Experience:** Minimum 1 years of experience. | | |
| * Install and configure software and hardware * Manage network servers and technology tools * Set up accounts and workstations * Monitor performance and maintain systems according to requirements * Troubleshoot issues and outages * Ensure security through access controls, backups and firewalls * Upgrade systems with new releases and models * Build an internal wiki with technical documentation, manuals and IT policies * Generation of Quality / Security objective records and maintenance as per process * Closure of Audit Findings * Provide inputs for periodical review of Risks related to the process * Ensuring Quality and Security activities as per defined process | * Proven experience as a System Administrator, [Network Administrator](https://resources.workable.com/network-administrator-job-description) or similar role * Hands on experience in Windows, MS Office configuration * Experience with databases, networks (LAN, WAN) and patch management * Knowledge of system security (e.g. intrusion detection systems) and data backup / recovery * Familiarity with various operating systems and platforms * Resourcefulness and problem-solving aptitude * End user communication and troubleshooting of technical issues. * Excellent communication skills | |
| **Marketing** | **Head Marketing** | **Roles**  Lead all our marketing activities from social media and digital campaigns and creative projects Developing plans to help establish our brand, allocating resources to different projects and setting short-term and long-term department goals.  **Competency**  **Qualification:** Graduate and MBA in Marketing  **Experience:** Minimum 12 years of experience. | | |
| * Craft strategies for all Marketing teams, including Digital, Advertising, Communications and Creative * Prepare and manage monthly, quarterly and annual budgets for the Marketing department * Set, monitor and report on team goals * Design branding, positioning and marketing strategies * Ensure our brand message is strong and consistent across all channels and marketing efforts (like events, email campaigns, web pages and promotional material) * Analyze consumer behaviour and determine customer personas * Identify opportunities to reach new market segments and expand market share * Monitor competition * Coordinate sales and marketing efforts to boost brand awareness * Participate in the quarterly and annual planning of company objectives * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Work experience as Head of Marketing in IT  industry * Experience running successful marketing campaigns * Solid knowledge of web analytics and Google Ad Words * Leadership skills with the ability to set and prioritize goals * Analytical mind | |
| **Manager Marketing** | **Roles**    Manages the company's marketing initiatives. Uses market research and analysis to direct marketing strategy and planning. Oversees the production of all promotional materials and marketing campaigns.  **Competency**  **Qualification:** Graduate and MBA in Marketing  **Experience:** Minimum 6 years of experience. | | |
| * Deploy successful marketing campaigns and own their implementation from ideation to execution * Experiment with a variety of organic and paid acquisition channels – content creation, content cu-ration, pay per click campaigns, event management, publicity, social media, lead generation campaigns, copywriting, performance analysis, and much more * Produce valuable and engaging content for our website and blog that attracts and converts our target groups * Build strategic relationships and partner with key industry players, agencies and vendors * Be in charge of marketing budget and allocate/invest funds wisely * Measure and report performance of marketing campaigns, gain insight and assess against goals * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Demonstrable experience in marketing together with the potential and attitude required to learn * Proven experience in identifying target audiences and in creatively devising and leading across channels marketing campaigns that engage, educate and motivate * Solid knowledge of website analytics tools (e.g., Google Analytics, Net Insight, Omniture, Web Trends) * Experience in setting up and optimizing Google Ad Words campaigns * Numerically literate, comfortable working with numbers, making sense of metrics and processing figures with spread-sheets * Good taste, a sense of aesthetics and a love for great copy and witty communication * Up-to-date with the latest trends and best practices in online marketing and measurement | |
| **Executive Marketing** | **Roles**    Organize creative campaigns and promotional events, Create Strong techniques and methods to promote services and public image.  **Competency**  **Qualification:** Graduate and MBA in Marketing  **Experience:** Minimum 2 years of experience. | | |
| * Conceive and develop efficient and intuitive marketing strategies * Organize and oversee advertising/communication campaigns and promotional events * Conduct market research and analysis to evaluate trends, brand awareness and competition ventures * Initiate and control surveys to assess customer requirements and dedication * Write copy for diverse marketing distributions (brochures, press releases, website material etc.) * Maintain relationships with media vendors and publishers to ensure collaboration in promotional activities * Monitor progress of campaigns using various metrics and submit reports of performance * Collaborate with managers in preparing budgets and monitoring expenses * Generation of Quality / Security objective records and maintenance as per process * Closure of Audit Findings * Provide inputs for periodical review of Risks related to the process * Ensuring Quality and Security activities as per defined process | * Proven experience as **marketing executive** or similar role * Good understanding of market research techniques, data analysis and statistics methods * Thorough knowledge of strategic planning principles and marketing best practices * Proficient in MS Office and marketing software (e.g. CRM) * Familiarity with social media and web analytics (e.g. Web-Trends) * Excellent communication and people skills * Strong organizational and time-management abilities * Creativity and commercial awareness | |
| **Administration** | **Head of Administration** | **Roles**    To ensure all support activities are carried on efficiently and effectively to allow the other operations to function properly.  **Competency**  **Qualification:** Graduate and MBA in Administration  **Experience:** Minimum 10 years of experience. | | |
| * Plan and coordinate administrative procedures and systems and devise ways to streamline processes * Recruit and train personnel and allocate responsibilities and office space * Assess staff performance and provide coaching and guidance to ensure maximum efficiency * Ensure the smooth and adequate flow of information within the company to facilitate other business operations * Manage schedules and deadlines * Monitor inventory of office supplies and the purchasing of new material with attention to budgetary constraints * Monitor costs and expenses to assist in budget preparation * Oversee facilities services, maintenance activities * Organize and supervise other office activities (renovations, event planning etc.) * Ensure operations adhere to policies and regulations * Keep abreast with all organizational changes and business developments * Coordination with Government entities such as BMC, Electricity, water boards, Fire and safety departments * Supporting business audits and compliances from perspective as ISO9001, ISO14001, ISO27001 * Updating policy and procedure documents relating to facilities function to aligning to latest compliance, safety measures issued by statutory bodies from time to time * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * In-depth understanding of office management procedures and departmental and legal policies * Familiarity with financial and facilities management * Proficient in MS office * An analytical mind with problem-solving skills * Excellent organizational and multitasking abilities * A team player with leadership skills | |
| **Manager Administration** | **Roles**  Will act as the point of contact for all employees, providing administrative support and managing their queries. Main duties include managing office stock, preparing regular reports (e.g. expenses and office budgets) and organizing [company records](https://resources.workable.com/record-retention-policy). Should be able to ensure our administrative activities run smoothly on a daily and long-term basis.  **Competency**  **Qualification:** Graduate and Diploma in Administration  **Experience:** Minimum 10 years of experience. | | |
| * Manage office supplies stock and place orders * Prepare regular reports on expenses and office budgets * Maintain and update company databases * Organize a filing system for important and confidential company documents * Answer queries by employees and clients * Update office policies as needed * Maintain a company calendar and schedule appointments * Book meeting rooms as required * Distribute and store correspondence (e.g. letters, emails and packages) * Prepare reports and presentations with statistical data, as assigned * Arrange travel and accommodations * Schedule in-house and external events * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Proven work experience as an Administrative Officer, Administrator or similar role * Solid knowledge of office procedures * Experience with office management software like MS Office (MS Excel and MS Word, specifically) * Strong organization skills with a problem-solving attitude * Excellent written and verbal communication skills | |
| **Administration Assistant** | **Roles**    To perform a variety of administrative and clerical tasks. Duties of the Administrative Assistant include providing support to our managers and employees, assisting in daily office needs and managing our company’s general administrative activities.  **Competency**  **Qualification:** Graduate / Undergraduate HSC or SSC  **Experience:** Minimum 2 – 3 years of experience. | | |
| * Answer and direct phone calls * Organize and schedule appointments * Write and distribute email, correspondence memos, letters, faxes and forms * Assist in the preparation of regularly scheduled reports * Maintain a filing system * Update and maintain office policies and procedures * Order office supplies and research new deals and suppliers * Maintain contact lists * Book travel arrangements * Submit and reconcile expense reports * Provide general support to visitors * Act as the point of contact for internal and external clients * Liaise with executive and senior administrative assistants to handle requests and queries from senior managers * Generation of Quality / Security objective records and maintenance as per process * Closure of Audit Findings * Provide inputs for periodical review of Risks related to the process * Ensuring Quality and Security activities as per defined process | * Experience as an administrative assistant  or office admin assistant * Knowledge of office management systems and procedures * Working knowledge of office equipment, like printers and fax machines * Proficiency in MS Office (MS Excel and MS PowerPoint, in particular) * Good in Time management skills and the ability to prioritize work * Attention to detail and problem solving skills * Good in Written and verbal communication skills * Strong organizational skills with the ability to multi-task | |
| **Centre of Excellence** | **Head – CoE** | **Roles**  The CoE is accountable to the Technology Delivery Group Lead and has Rapid / Agile delivery support.  The role leads the CoE building and offering the required service areas (Capability & Training, Communication, Delivery Services and Methodology).  **Competency**  **Qualification:**Engineering Graduate / post graduate  **Experience:**Minimum 15 years of experience. | | |
| * On-going training and research system to ensure high-quality and capability in the entire team * Transforming QA group to ensure they become keepers of quality * Bring though leadership to adopt new challenges and changes in the technology world and preparing the team to take on new frontiers as the business transforms with on-going changes in demand * Identifying and Initiating internal projects to ensure efficient delivery operations * Forward looking in adopting newer technologies to boost existing operations * Lead Agile CoE operationalization and manage / continuously improve the service areas and resources * Engage leadership to drive transformation / adoption * Provide Operational Agile metrics and dashboards and provide feedback * Ensure the correct engagement and interaction models are followed, including escalations. * Guide the implementation and continuous integration with the standards to successfully support delivery covering business, technology and control * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Have prior experience in Heading CoE for a similar IT service organization * Technical knowledge with Business applicability * Creative and Innovative * Aware of the market trends and their adaptability to our business * Leadership skills with the ability to set and prioritize goals * Analytical mind * Excellent verbal and written communications skill | |
| **Manager CoE** | **Roles**  To work on new technology initiatives and create delivery capabilities by training the delivery team.  Ultimately, should be able to ensure high quality technical support and increase client satisfaction.  **Competency**  **Qualification:**Engineering Graduate / MBA  **Experience:**Minimum 8years of experience. | | |
| * To work on POC * To provide technical support to the delivery team * Recruit, train and  support the technical team * Establish best practices through the entire technical support process * Follow up with client to identify areas of improvement * Develop daily, weekly and monthly reports on technical team’s productivity * Provide client  feedback to the appropriate internal teams – Delivery and Sales * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Proven work experience as Manager CoE * Solid technical background with an ability to give instructions to a non-technical audience * Customer-service oriented with a problem-solving attitude * Excellent written and verbal communications skills * Team management skills | |
| **QMS** | **Head – Quality and Process** | **Roles**  The goal is to help preserve our reputation by ensuring that our services are capable to drive sustainable growth. Is responsible for the inculcation of a quality and process culture within the organization and the overall management and administration of the QMS at the organization-level.  **Competency**  **Qualification:**Engineering Graduate / Graduate / Certifications  **Experience:**Minimum 10 years of experience.  **Authorities:** | | |
| * Design and implement an effective QMS within the organization, in line with organizational business objectives and monitor its continual improvement thereof * Act as a change agent, and spread the quality and process culture within the organization * Plan and establish organization-wide performance measures and metrics, perform statistical analysis and submit detailed reports * Plan and achieve industry certifications and ratings; and manage its retention, as desired by the company * Maintain custody and control of the repository for all QMS documentation related to the organization * Organize, manage and impart appropriate training on quality practices and processes in the organization * Plan, manage and implement process assessments and quality audits and provide guidance and feedback * Ensure adherence to the QMS processes applicable to Quality & Process Department * Oversee all  procedures to identify deviations from quality standards * Approve RFCs for process modification and, or improvement * Approve internal quality audit programs * Be on the lookout for opportunities for improvement and develop new efficient procedures * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Proven experience as quality manager * Conscientious and responsible * A keen eye for detail and a results driven approach * Outstanding communication skills * Excellent organizational and leadership skills * Proficient in MS Office * In depth understanding of quality procedures and relevant legal standards * Excellent math abilities and working knowledge of data analysis/statistical methods * Hands-on experience in implementation of Standards is a strong advantage (ISO 9001/27001/CMMI etc.) * The goal is to help preserve our reputation by ensuring that our services are capable to drive sustainable growth | |
| **Executive – Quality and Process** | **Roles**  Responsible for implementing the quality system in the projects and its assessment throughout the organization.  **Competency**  **Qualification: Engineering** Graduate / Graduate / Certifications  **Experience:**Minimum 2 years of experience. | | |
| * Participate in the preparation and review of the project's software development plan, standards & procedures in consultation with the respective PM/PL/TL * Facilitate and support the Quality System, quality assurance activities of the project * Motivate and educate the project team members in understanding the quality system and its implementation * Review, Evaluate and grant approval for quality plans, test plans, the modalities, efforts required, resource allotted, test results/logs, quality records, etc. as per the service level agreement * Audit the project activities and records of an assigned project to ensure that the project team under the PM is most likely to achieve the planned quality for the outputs generated by them. She/he may have such responsibility in relation to two or three projects at any given point of time. * Provide consulting support and advises on procedures, standards and other aspects of the Quality System and quality techniques * Address the non-compliance issues within the project and escalate the non-resolvable issues to an appropriate level of management for resolution * Monitor final inspection before delivery to customer * Evaluate the software work products against the designated software standards, procedure and contractual requirements * Maintain necessary records for Quality Assurance process * Conduct internal audits as planned and participate in certification requirements * Evaluate and analyze audit/assessment findings * Should be able to Define new Process, Update the QMS, Provide Trainings * Should identify Process improvements and initiate process change activities * Generation of Quality / Security objective records and maintenance as per process * Closure of Audit Findings * Provide inputs for periodical review of Risks related to the process * Ensuring Quality and Security activities as per defined process | * Process knowledge * Should maintain Professional Behaviour Punctuality & office decorum * Ability to work with internal and external teams * Effective Communication * Analytical skills * Problem solving capability | |
| **Operations** | **Head – Operations** | **Roles**  To organize and oversee the daily operations of the company. To ensure that the business is well-coordinated and productive by managing its procedures and coaching its people. The goal is to safeguard and augment the efficiency of the company’s operations to facilitate accelerating development and long-term  **Competency**  **Qualification:**Engineering Graduate and MBA from a reputed institute  **Experience:**Minimum 15 years of experience. | | |
| * Liaise with superior to make decisions for operational activities and set strategic goals * Plan and monitor the day-to-day running of business to ensure smooth progress * Supervise staff from different departments and provide constructive feedback * Evaluate regularly the efficiency of business procedures according to organizational objectives and apply improvements * Manage procurement processes and coordinate material and resources allocation * Oversee customer support processes and organize them to enhance customer satisfaction * Make Strategic Business growth plans and execute the same * Review financial information and adjust operational budgets to promote profitability * Revise and/or formulate policies and promote their implementation * Manage relationships/agreements with external partners / vendors * Evaluate overall performance by gathering, analyzing and interpreting data and metrics * Ensure that the company runs with legality and conformity to established regulations * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Excellent organizational and leadership abilities * Outstanding communication and people skills * Knowledge of industry’s legal rules and guidelines * In depth knowledge of diverse business functions and principles (e.g. IT operations, finance, customer service etc.) * Working knowledge of data analysis and performance/operation metrics * Familiarity with MS Office and various business software (e.g. ERP, CRM) | |
| **Manager – Strategic Account Manager** | **Roles** Play a critical role in building relationships with significant clients and to ensure client satisfaction and be able to identify new opportunities to increase sales. As a Strategic account manager, you will represent our company and interact with major clients and achieving sales quota and strategic account targets. **Competency**  **Qualification:** Graduate /  MBA  **Experience:** Minimum 8 years of experience. | | |
| * Manage our key accounts portfolio * Achieve assigned strategic account objectives * Establish strong, long-term client relationships * Communicate with major clients on a regular basis and respond to specific queries * Suggest solutions and innovative ideas to meet client needs * Handle complaints and problems in a timely and effective manner * Act as the liaison between key customers and internal teams * Identify and approach new potential strategic customers * Monitor sales performance metrics * Prepare monthly, quarterly and annual reports and forecasts * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Proven work experience as a Strategic account manager or Key account manager * Hands on experience with CRM software and Account management systems * Understanding of sales performance metrics * An ability to address customer requests in a timely manner * Excellent communication and interpersonal skills with an aptitude for building strong client relationships * Strong negotiation skills with a problem-solving attitude * Availability to travel as needed | |
| **Head – Talent Acquisition** | **Roles**  To design and implement recruiting strategies for our company.  Will be monitoring recruitment procedures, from sourcing to hiring, managing a team of recruiters and identifying high-potential candidates. Should be able to build a strong employer brand.   To help organization grow the teams with qualified employees and achieve our business goals.  **Competency**  **Qualification:** Graduate, MBA  **Experience:** Minimum 15 years of experience. | | |
| * Build talent pipelines for current and future job openings * Lead all sourcing strategies * Manage external partnerships with colleges, job boards and HR software vendors * Implement online and offline employer branding activities * Prepare and review our annual recruitment budget * Oversee all stages of candidate experience (including application, interviews and communication) * Forecast hiring needs based on business growth plans * Manage, train and evaluate team of recruiters * Participate in and host recruitment events to drive awareness of our company * Develop a network of potential future hires (e.g. past applicants and referred candidates) * Measure key recruitment metrics, like source of hire and time-to-hire * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Proven work experience as a Talent Acquisition Director or similar role * Demonstrable experience managing full-cycle recruiting and employer branding initiatives * Solid understanding of sourcing techniques and tools (e.g. social networks) * Hands-on experience with Applicant Tracking Systems (ATSs) and HR databases * Good team-management abilities * Excellent communication skills with the ability to foster long-term relationships (with internal teams, external partners and candidates) | |
| **Manager – Talent Acquisition** | **Roles**  Design and oversee hiring. Will work closely with our recruiters to manage sourcing, interviewing and employment processes.  **Competency**  **Qualification:** Graduate / MBA  **Experience:** Minimum 8 years of experience. | | |
| * Update current and design new recruiting procedures (e.g. job application and on boarding processes) * Supervise the recruiting team and report on its performance * Keep track of recruiting metrics (e.g. [time-to-hire](https://resources.workable.com/blog/time-to-hire-metrics) and [cost-per-hire](https://resources.workable.com/blog/cost-per-hire)) * Implement new sourcing methods (e.g. social recruiting and Boolean searches) * Review recruitment software and suggest the best option for company needs * Research and choose job advertising options * Advise hiring managers on interviewing techniques * Recommend ways to improve our employer brand * Coordinate with department managers to forecast future hiring needs * Stay up-to-date on labour legislation and inform recruiters and managers about changes in regulations * Participate in job fairs and career events * Build the company’s professional network through relationships with HR professionals, colleges and other partners * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Proven work experience as a Recruiting Manager, [Recruitment Consultant](https://resources.workable.com/recruitment-consultant-job-description) or [Recruiting Coordinator](https://resources.workable.com/recruiting-coordinator-job-description) * Hands-on experience with Applicant Tracking Systems and HR databases * Knowledge of labour legislation * Experience with (phone and in-person) interviews, candidate screening and evaluation * Familiarity with social media and other professional networks (like GitHub) * Excellent verbal and written communication and team management skills * Strong decision-making skills | |
| **Executive – Talent Acquisition** | **Roles**  To source candidates for various positions. Able to attract first-rate talent and to ensure lasting and successful placements. The goal is to exceed expectations and to add value to business.  **Competency**  **Qualification:** Graduate / MBA  **Experience:** Minimum 8 years of experience. | | |
| * Partner with managers to get a clear view on their strategic and financial objectives and hiring needs * Devise and carry out a targeted research strategy * Research into  competitors and market place * Map role criteria, define position description and document specifications * Track and identify prospective candidates using a variety of channels * Assess candidates to ensure qualification match, cultural fit and compatibility * Conduct confidential interviews, follow-up references and check credits * Present shortlisted candidates and provide detailed profile summaries * Offer guidance and facilitate the negotiation process through to its completion * Follow up with candidate’s transition and on boarding process * Network and build long-lasting relationships * Know your area of expertise (specialised industry or job function) * Generation of Quality / Security objective records and maintenance as per process * Closure of Audit Findings * Provide inputs for periodical review of Risks related to the process * Ensuring Quality and Security activities as per defined process | * Proven working experience in recruiting * Deep understanding of recruitment processes * Proficiency in using applicant tracking systems (ATS), recruiting software and candidate databases * Strong knowledge of candidates selection methods * Previous experience with candidate sourcing tools and methods * Excellent knowledge of area of expertise (market status, trends, best practices) * Client focus along with relationship building skills * Business acumen and market insight * Effective negotiation, influencing and communication skills * Integrity and confidentiality | |
| **Head – Academy** | **Roles**  We are looking for an experienced training and development to Head our Academy.  To drive suitable fresher training module to build loyalty to the firm. Also enhancing employees’ skills, performance, productivity and quality of work.  **Competency**  **Qualification:** Graduate / MBA  **Experience:** Minimum 15 years of experience. | | |
| * Draw an overall annual Academy plan and execute the same in co-ordination with the respective technical teams * Deploy a wide variety of training methods * Conduct effective induction and orientation sessions * Monitor and evaluate training program’s effectiveness, success and ROI periodically and report on them * Manage training budget * Provide opportunities for on-going development * Resolve any specific problems and tailor training programs as necessary * Maintain a keen understanding of training trends, developments and best practices * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Proven work experience as an Academy Head * Track record in designing and executing successful training programs * Familiarity with traditional and modern training methods (mentoring, coaching, on-the-job or in classroom training, e-learning, workshops, simulations etc.) * Excellent communication and leadership skills * Ability to plan, multi-task and manage time effectively * Strong writing and record keeping ability for reports and training manuals Good computer and database skills | |
| **Technical Trainer** | **Roles**    An enthusiastic Technical Trainer to educate people in a technological field. Develop technical training programs and help freshers develop skills that will make them better professionals.  The goal is to contribute to the development of people’s technical skills to meet organizational needs.  **Competency**  **Qualification:** Graduate / MBA  **Experience:** Minimum 4 years of experience. | | |
| * Devise technical training programs according to organizational requirements * Produce training schedules and classroom agenda * Determine course content according to objectives * Prepare training material (presentations, worksheets etc.) * Manage the  required infrastructure for the classroom * Execute training sessions, webinars, workshops etc. in groups or individually * Arrange for and conduct on-site training when needed * Keep and report data on completed courses, absences, issues etc. * Observe and evaluate results of training programs * Determine overall effectiveness of programs and make improvements * Generation of Quality / Security objective records and maintenance as per process * Closure of Audit Findings * Provide inputs for periodical review of Risks related to the process * Ensuring Quality and Security activities as per defined process | * Proven experience as technical trainer * Knowledge of modern training techniques and tools in technical subjects * Experience in designing technical course content * Ability to address training needs with complete courses * Working knowledge in MS Office (especially PowerPoint) * Outstanding communication skills and comfortable speaking to crowds * Excellent organizational and time-management abilities | |
| **Delivery** | **Head – Delivery** | **Roles**    Key Role will include leading and managing a team of 1800+ plus people equip them to address Client Delivery. Maintaining strong relationships with existing and new clients, ensuring efficient and profitable delivery operations.  **Competency**  **Qualification:**Engineering Graduate and MBA  **Experience:**Minimum 15 years of experience. | | |
| * Leading, growing and mentoring a high energy professionals and making them successful leaders * Bringing strong technology leadership to drive high quality work in the areas of IT Services Delivery. * Continuing on the philosophy of openness and cordial work relationships among team members * Identifying and developing leaders for future * Developing a progressive recruitment, induction and training * Plan for optimum resource utilization and synchronize with Resourcing Team for resource needs * Developing deep rooted relationship with existing and new customers * Providing them overall account management as well as business consulting, as required * Meet with the customers and align with their expectations * Striking a good balance between client needs and team needs * Align with sales and provide the required sales support for aggressive growth * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Have prior experience in Heading Delivery for an IT service organization * Sound delivery management and consistent client satisfaction. * Ability to work under pressure. * Good in planning, monitoring and reporting * Expectation Management * Knowledge Management * Leadership skills with the ability to set and prioritize goals * Analytical mind * Excellent verbal and written communications skill | |
| **Vice President Delivery** | **Roles**    Key Role will include leading and managing various clients and teams in respective Technical Delivery. Ensuring efficient and profitable business.  **Competency**  **Qualification:** Engineering Graduate and MBA  **Experience:** Minimum 10 years of experience. | | |
| * Building a team to address various technical delivery * Meet with the customers and align with their expectations by timely supporting them in various areas * Build a team which can address client needs * Provide timely pre-sales support in closing the requirement * Equipping and developing the team in the respective technology * Plan for optimum resource utilization and synchronize with Resourcing Team for resource needs * Providing them overall account management as well as business consulting, as required * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Have prior experience in a Senior Delivery Role  for an IT service organization * Sound delivery management and consistent client satisfaction. * Ability to work under pressure. * Good in planning, monitoring and reporting * Leadership skills with the ability to set and prioritize goals * Analytical mind * Excellent verbal and written communications skill | |
| **Project Manager** | **Role**  Key Role will include managing various clients and teams in respective Projects.  **Competency**  **Qualification:** Engineering Graduate / Graduate / Certifications  **Experience:** Minimum 6 years of experience. | | |
| **1.    Revenue Realization**  **A)**Ensure Successful Delivery   * Meeting the SLA and Delivery Metrics - Dev. Metrics, SLAs * Number of  Appreciations, issues or complaints and Client Feedback (CSAT) * Domain wise Performance Analysis/ Co-ordination / Resolution   **B)       On time resource fulfilment (New and Replacement)**   * Fulfilling the requirement as per the timelines provided from the client to ensure no billing loss. * Tracking the revenue loss due to fulfilment delays if any * Build Capacity and competency of specific technology resources * Regular updates to client – MOM for every client meeting, showcase Value add to client * Maintain optimal 10% bench to reduce revenue leakage due to fulfilment delays   **2.    Revenue Growth**   * Opportunity- Gained or Lost * Driving  the Accounts growth * Aid renewal process   **3.    Improve Contribution Margin**   * Monitor quarterly contribution for all enterprise customers & try to improve the same by replacing the resource or increasing the rate.   **4.    Ensure effective project Review**   * Ensuring Weekly, & Monthly Project Review & maintain the Status * Ensuring Monthly, Quarterly and yearly account level Review & Status. * Maintaining the process document for standard delivery * Maintaining dashboard and maintaining the required reports. * Number of appreciations received and handling the issues /escalations * Prompt action on customer complaints * On-time Sign Off Rating * Ensure all Client documentation is well reviewed and in place * Please escalate to TSG for severity 1&2 level issues   **5.    Ensure no over delivery and follow the process**   * Ensure delivery is under control and no over delivery – including backup for each consultant * Coordination across teams for Incidents and closure for the same * Internal Coordination with Clover team for Problem, Release and Change Management * On time Technical Escalation * Ensuring self and team adhere to process, have refresher trainings on processes * Follow up for relevant MIS from team   **6.    Employee Engagement and development:**   * Improve employee engagement (Induction Process, Regular meeting with delivery teams and skip meetings) * Improve retention of key resources and Succession Planning. * Taking the necessary actions of non-performers and poor performers * Define KRAs for the team and objective Quarterly assessment of senior resources   **7.    Compliance to Organization and delivery processes**   * Prompt closure on the Observations reported in internal and external audits * Organization Process compliance * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Business Acumen * Customer Focus - (Internal & External) * Communication Skills * Team Work * Flexibility * Result Oriented * Leadership | |
| **Executive – Delivery (Infrastructure Support)** | **Roles**    Ensure the respective Services are managed as per the committed SOW and as per the SLA.  **Competency**  **Qualification:** Engineering Graduate / Graduate / Certifications  **Experience:** Minimum 2 years of experience. | | |
|  | * Proactive Monitoring & Completion of all activities as per SOW * Process Improvement & Adherence to the Set process ( Maintaining standard documents like backup policy, system study, side documents, incident document, daily checklist and root cause analysis statements) * Timely response to High Severity Issues * Root Cause Analysis and On-time submission of the required reports. * Adherence to set support & organization processes * On-time Communication & Documentations * Proactive Reporting ,timely updates and Escalations * On time submission of time sheets * Providing daily, weekly and monthly MIS * Generation of Quality / Security objective records and maintenance as per process * Closure of Audit Findings * Provide inputs for periodical review of Risks related to the process * Ensuring Quality and Security activities as per defined process | * Technical knowledge and experience in the required technology * Ability to handle the client environment with proactive actions and timely addressing issues * Should maintain Professional Behaviour Punctuality & office decorum * Ability to work with internal and external teams * Effective Communication | |
| **Executive – Delivery (Business Analyst)** | **Role**  Ensure the Business Analysis of the respective requirements / documentation / presales activities / project delivery.  **Competency**  **Qualification:** Engineering Graduate / Graduate / Certifications  **Experience:** Minimum 2 years of experience. | | |
| **A.   Requirement Understanding**   * Receiving the Business Requirement Document (BRD) from business users and acquire a high level understanding of the requirements * Elicit requirements using interviews, document analysis, requirements workshops, surveys, site visits(in case of offsite projects) * Proactively communicate and collaborate with external and internal customers to analyze information needs and functional requirements. * Verify and confirm the technical feasibility and functional viability of the project * Conduct research and analysis for gathering industry knowledge * Scope tightening to ensure adherence to the project timelines are met   **B.   Documentation**   * Work on creating the following documents and artefacts:   + System Requirement Specification (SRS)   + Functional Specification Document (FSD)   + High Level Design Document (HDD)   + Low Level Design Document (LDD)   + Use Cases   + Prototypes   **C.   Project Delivery**   * Collaborate with developers and subject matter experts to establish the technical vision and analyze trade-offs between usability and performance needs * Be the liaison between the business units, technology teams and support teams * Track the project at all times to ensure the project milestones are being met   **D.   Presales Support (applicable to only in-house Business Analysts)**   * Interacting with prospective customer business user teams to gather requirements and understand business processes and challenges * Contribute to the technical scoping of solutions proposed to prospective customer * Working on technical responses to tenders, RFPs and RFQs * Co-ordinate with other teams to gather information required for building a response to RFPs and tenders * Create solution concepts and prototypes   **D.   Maintenance of Quality / Security Records**   * Generation of Quality / Security objective records and maintenance as per process * Closure of Audit Findings * Provide inputs for periodical review of Risks related to the process * Ensuring Quality and Security activities as per defined process | * Required Technical and Domain knowledge and experience * Ability to handle the client environment with proactive actions and timely addressing issues * Should maintain Professional Behaviour Punctuality & office decorum * Ability to work with internal and external teams * Effective Communication | |
| **Executive – Delivery** | **Roles**    Ensure the respective Services are managed as per the committed SOW and as per the SLA.  **Competency**  **Qualification:** Engineering Graduate / Graduate / Certifications  **Experience:** Minimum 2 years of experience. | | |
| * Understanding the Functionality of the application and gaining expertise on the  Functionality / Domain * Developing innovative and creative approaches to address issues and challenges in the work group * Ability to resolve the issues as per SLA and TAT * On-time Communication & Documentations * Proactive Reporting timely updates and Escalations * On time submission of time sheets * Adherence to set support & organization processes * Providing daily, weekly and monthly MIS * Generation of Quality / Security objective records and maintenance as per process * Closure of Audit Findings * Provide inputs for periodical review of Risks related to the process * Ensuring Quality and Security activities as per defined process | * Technical knowledge and experience in the required technology * Ability to handle the client environment with proactive actions and timely addressing issues * Should maintain Professional Behaviour Punctuality & office decorum * Ability to work with internal and external teams * Effective Communication | |
| **Manager – TEG** | Roles To manage the internal and external Technical Escalations.  To lead technical support team to provide excellent customer service and resolve all technical issues. Ultimately, should be able to ensure high quality technical support and increase client satisfaction.  **Competency**  **Qualification:** Engineering Graduate / MBA  **Experience:** Minimum 8 years of experience. | | |
| * Manage the technical escalation  team and evaluate performance * Recruit, train and  support the technical team * Set specific technical escalation service standards * Contribute to improving client support by actively responding to queries and handling complaints * Establish best practices through the entire technical support process * Follow up with client to identify areas of improvement * Develop daily, weekly and monthly reports on technical team’s productivity * Provide client  feedback to the appropriate internal teams – Delivery and Sales * Upgrade in latest technology as per prevailing market trends * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Proven work experience as Technical Escalations Manager * Solid technical background with an ability to give instructions to a non-technical audience * Customer-service oriented with a problem-solving attitude * Excellent written and verbal communications skills * Team management skills | |
| **Executive – TEG** | **Roles**    To provide enterprise-level assistance to our customers. Diagnose and troubleshoot help our customers who are facing issues. To provide timely and accurate solutions to their technical problems.  **Competency**  **Qualification:** Engineering Graduate / MBA  **Experience:** Minimum 4 years of experience. Certificate in required technology preferred. | | |
| * Research and identify solutions * Diagnose and troubleshoot technical issues * Ask customers targeted questions to quickly understand the root of the problem * Talk to clients through a series of actions, either via phone, email or chat, until they’ve solved a technical issue * Track resolution, within agreed time limits * Properly escalate unresolved issues to appropriate internal teams * Provide prompt and accurate feedback to customers * Ensure all issues are properly logged * Prioritize and manage several open issues at one time * Follow up with clients to ensure their environment is  fully functional after troubleshooting * Prepare accurate and timely reports * Document technical knowledge in the form of notes and manuals * Generation of Quality / Security objective records and maintenance as per process * Closure of Audit Findings * Provide inputs for periodical review of Risks related to the process * Ensuring Quality and Security activities as per defined process | * Proven work experience as a Technical escalation  Engineer * Hands-on experience on the required technology * Ability to diagnose and troubleshoot basic technical issues * Excellent problem-solving and communication skills * Ability to provide step-by-step technical help, both written and verbal | |
| **Manager – PMO** | **Roles**    Make Resource Deployment, billing and contribution margin data readily accessible within the organization to enable leaders take quick business decisions.  **Competency**  **Qualification:** Graduate / MBA  **Experience:** Minimum 8 years of experience. | | |
| * Managing real time data of all Resources deployed at various projects and engagement as to their Cost, Billing and date of deployment. * Ensuring the respective Project Managers access the system and update them * Provide MIS to relevant Senior Management team for helping in Business Decision * Monitor client wise Contribution Margin and escalated to the senior management team proactively in case of concern * Provide Client wise contribution margin detail to the Recruitment team while considering the offer. * Timely providing of Time sheet to respective team for invoicing * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Experience in handling similar profile is preferred * Excellent working knowledge of Excel and related software * Co-ordinating and getting accurate details on time * Provide relevant MIS on a timely basis * Team Management * Excellent Written and verbal | |
| **Executive – PMO** | **Roles**    Provide accurate and timely MIS for decision making.  **Competency**  **Qualification:** Graduate  **Experience:** Minimum 2 years of experience. | | |
| * Co-ordinate with all Team Leads and Project Manager to verify the deployment data * Co-ordinate with Sales and Delivery team in regularly updating the billable rates * Co-ordinate with HR to  confirm on the “Not Reporting” and resigned resources * Processing the Conveyance expenses of the Delivery Team * Processing of STP allowances to the deployed Deliver team member * Processing Time sheet for required clients. * Generation of Quality / Security objective records and maintenance as per process * Closure of Audit Findings * Provide inputs for periodical review of Risks related to the process * Ensuring Quality and Security activities as per defined process | * Experience in handling similar profile is preferred * Excellent working knowledge of Excel and related software * Co-ordinating and getting accurate details on time * Provide relevant MIS on a timely basis * Good written and verbal communication | |
| **Practise** | **Head – Practise** | **Roles**  To initiate and manage range of practice engagements.  Ensure the delivery and overall success of each engagement.  Must have a strategic mind-set as well as be able to lead and develop their subordinates.  The goal is to ensure every practice initiative will be delivered successfully and add the highest possible value to the organization.  **Competency**  **Qualification:** Graduate / MBA  **Experience:** Minimum 4 years of experience. | | |
| * Initiate and set goals for practice according to the strategic objectives of the organization * Plan the engagement from start to completion involving deadlines, milestones and processes * Develop or approve budgets and operations * Devise evaluation strategies to monitor performance and determine the need for improvements * Supervise all project managers involved to provide feedback and resolve complex problems * Discover ways to enhance efficiency and productivity of procedures and people * Apply change, risk and resource management principles when needed * Read reports prepared by managers to determine progress and issues * Ensure practice operations and activities adhere to legal guidelines and internal policies * Keep senior management informed with detailed and accurate reports or presentations * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Proven experience as Head  or other managerial position * Thorough understanding of project management techniques and methods * Excellent Knowledge of performance evaluation techniques and key metrics * Outstanding knowledge of data analysis, reporting and budgeting * Working knowledge of MS office and project management software (e.g. Basecamp, MS Project etc.) * A business acumen with a strategic ability * Excellent organizational and leadership skills * An analytical mindset with great problem-solving abilities * Excellent communication skills | |
| **Manager – Practise** | **Roles**    Manager Practice to engage with client to understand the client’s technical needs.  Should be able to provide technical solutions and executive the projects to strengthen customer relationships.  **Competency**  **Qualification:** Graduate / MBA  **Experience:** Minimum 4 years of experience. | | |
| * Decide on suitable strategies and objectives * Provide technical support for customers to support pre-sales and post-sales processes * Formulate, organize and monitor inter-connected projects * Coordinate cross-project activities * Lead and evaluate project managers and other staff * Develop and control deadlines, budgets and activities * Apply change, risk and resource management * Assess program performance and aim to maximize ROI * Resolve projects’ higher scope issues * Prepare reports for program directors * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Proven experience as a  Practice  Manager or other managerial position * Thorough understanding of project management techniques and methods * Excellent Knowledge of performance evaluation and [change management principles](https://resources.workable.com/change-management-interview-questions) * Excellent knowledge of MS Office; working knowledge of project management software (Basecamp, MS Project etc.) is a strong advantage * Outstanding leadership and organizational skills * Excellent communication skills * Excellent problem-solving ability | |
| **Finance** | **Head – Finance** | **Roles**    Creating forecasting models, assessing risk in investments and ensuring all accounting activities comply with regulations. Good in crafting financial strategies and managing accounting teams.  **Competency**  **Qualification:** CA  **Experience:** Minimum 15 years of experience. | | |
| * Forecast monthly, quarterly and annual results * Approve or reject budgets * Conduct risk management * Supervise a team of [Accountants](https://resources.workable.com/accountant-job-description) * Allocate resources and manage cash flows * Conduct profit and cost analyses * Develop secure procedures to maintain confidential information * Ensure all accounting activities and internal audits comply with financial regulations * Consult board members about funding options * Recommend cost-reducing solutions * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Proven work experience as a Head of Finance, * In-depth understanding of cash flow management, bank reconciliation and bookkeeping * Hands-on experience with budgeting and risk management * Excellent knowledge of data analysis and forecasting models * Proficiency in accounting software * Solid analytical and decision-making skills * Leadership abilities | |
| **Manager – Finance & Accounts** | **Roles**  To supervise, track and evaluate day-to-day activities. Establishing financial status by developing and implementing systems for collecting, [analyzing](https://resources.workable.com/credit-analyst-job-description" \t "_blank), verifying and reporting information. Work closely with finance and accounts team.  **Competency**  Qualification: B.Com / M.Com, Inter CA  Experience: Minimum 10 years of experience. | | |
| * Manage and oversee the daily operations of the accounting department including:   + month and end-year process   + accounts payable/receivable   + cash receipts   + general ledger   + payroll and utilities   + treasury, budgeting   + cash forecasting   + revenue and expenditure variance analysis   + capital assets reconciliations   + trust account statement reconciliations,   + fixed asset activity * Monitor and analyze accounting data and produce financial reports or statements * Establish and enforce proper accounting methods, policies and principles * Coordinate and compete annual audits * Provide recommendations * Improve systems and procedures and initiate corrective actions * Assign work and direct staff to ensure compliance and accuracy * Meet financial accounting objectives * Establish and maintain fiscal files and records to document transactions * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Proven working experience as Accounting Manager, [Accounting Supervisor](https://resources.workable.com/accounting-supervisor-job-description) or Finance Manager * Advanced computer skills on MS Office, accounting software and databases * Ability to manipulate large amounts of data * Proven knowledge of bookkeeping and accounting principles, practices, standards, laws and regulations * High attention to detail and accuracy * Ability to direct and supervise | |
| **Executive – Finance & Accounts** | **Roles**    Complete various day-to-day Finance and Accounts activity under the supervision of the Finance & Accounts Manager.  **Competency**    **Qualification:**B.Com  **Experience:** Minimum 3 years experience. | | |
| * Keep accurate records for all daily transactions * Process invoices * Record accounts payable and accounts receivable * Update internal systems with financial data * Reconcile bank statements * Participate in financial audits * Track bank deposits and payments * Generation of Quality / Security objective records and maintenance as per process * Closure of Audit Findings * Provide inputs for periodical review of Risks related to the process * Ensuring Quality and Security activities as per defined process | * Solid knowledge of financial and accounting procedures * Experience using financial software * Advanced MS Excel skills | |
| **Manager – Payroll** | **Roles**    Process and manage the company’s payroll. To calculate wages based on days worked and administer payments. The goal is to ensure personnel receive the correct compensation in a timely manner.  **Competency**    Qualification: Graduate  Experience: Minimum 3 years’ experience | | |
| * Gather information on hours worked for each employee * Calculate the correct amount incorporating overtime, deductions, and bonuses etc. as per HR Inputs. * Prepare and execute pay orders through an electronic system or distribute pay-checks * Administer statements of payment to personnel * Process taxes and payment of employee benefits * Address issues and questions regarding payroll from employees and superiors * Review of Quality / Security objective records with all team members * Closure of Audit Findings with all team members * Identify areas of improvement and co-ordinate / guide to all team members for implementation * Periodical review of Risks related to department and take necessary actions to mitigate the same * Encourage team members for ensuring Quality and Security activities | * Proven experience as payroll specialist * Solid understanding of accounting fundamentals and [payroll best practices](https://resources.workable.com/payroll-advance-policy) * Proficient in MS Office and good knowledge of relevant software and databases * Trustworthy with attention to confidentiality * Excellent communication skills | |
| **Resourcing** | **Manager** | **Roles**   * Receive Resource Request from Delivery / SAM / Sales Team * Check availability of Resources from Bench * Allocate Resources from Bench if available * Send Resource Request to Talent Acquisition Team * Allocate Resources from Human Resources Team (new recruitments) * Schedule Interview with Client of identified candidates * Follow up with Candidates for Interview * Update Delivery / SAM / Sales / PMO Team about allocation of Resources | * Proven working experience in recruiting * Deep understanding of recruitment processes * Hands-on experience with Applicant Tracking Systems (ATSs) and HR databases * Experience with (phone and in-person) interviews, candidate screening and evaluation * Excellent verbal and written communication and team management skills * Strong decision-making skills | |