BIHAR VIKAS MISSION
Job Description

1. General Information:	
Position Title:	**IT Expert**
Reports to:	**Additional Director - Program Monitoring**
Department:	**Bihar Vikas Mission**
Job Code:	

2. Organization Chart

Mission Director

Additional Director – Program Monitoring

Professional Support Service Experts Panel
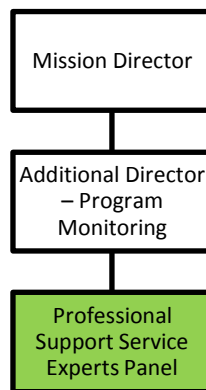
3. Key Accountabilities

Policies

- Facilitate development of IT policies and practices for the concerned Departments by providing advice and recommendations, as required
- Provide expert advice to Departments in driving and monitoring policies and processes related to all IT aspects

IT Development

- Liaise with senior Department stakeholders to identify and understand IT development needs, as required
- Guide the development of systems and applications for concerned Department including ensuring their timely delivery in coordination with relevant internal and external parties (vendors, IT developers etc.) in order to translate the Department needs to the corresponding IT tools and applications
- Provide guidance and support to various Departments in implementation of developed and tested IT systems and applications in accordance with established policies and procedures, as required

IT Operations & Management

- Provide guidance in management of IT related infrastructure provided to and used by Departments, in order to ensure uninterrupted operations of IT systems and applications
- Ensure the effective provision of application support and troubleshooting of IT systems and applications including liaison with third-party vendors for ensuring satisfaction of Departments whilst maintaining uninterrupted operations
- Provide the required guidance and support to internal and external teams (vendors, IT support teams etc.) to address and resolve high severity and chronic issues / escalations

- Plan and lead major / large IT Infrastructure projects and manage rollout, as required
- Guide the internal and external teams (vendors, IT support teams etc.) in providing the required on-site support for installation and maintenance of IT infrastructure
- Ensure that required training is provided to the concerned staff on updates, enhancement and fixes including the newly implemented projects for both IT applications and infrastructure

Vendor Management

- Establish, build and manage the relationship with third-party IT vendors in order to facilitate delivery of high quality services in alignment with State's and Department's interests and requirements
- Facilitate selection and negotiation with IT vendors ensuring favourable terms and conditions for the concerned Department
- Monitor vendor staff activities related to IT development, operations and support in order to ensure that their performance is in accordance with the SLAs and procedures agreed with the concerned Department

Reporting & Documentation

- Prepare periodic and ad hoc reports to provide insights and necessary information to relevant parties within own team and other Departments, teams and units, in line with defined standards and formats
- Recommend and establish appropriate systems and procedures and provide guidance to Departments in development and update of the required documentation related to new IT systems and applications, updates and application fixes

Continuous Improvement

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

Policies, Systems, Processes & Procedures

- Recommend improvements to functional procedures and 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 (full time) in Computer Science / IT / Electronics or Master's degree (full time) in Computer Application
- Minimum 8 years of post-qualification experience in IT sector

Preferred

- Less than 70 years of age as on 1st January 2018
- Minimum 8 years of post-qualification experience in IT sector
- Experience of working with state / central government / bilateral / multilateral organizations (e.g. World bank, DFID, UNDP, ADB) in IT Development / IT Support
- Bachelor's degree (full time) in Computer Science / IT / Electronics or Master's degree (full time) in Computer Application from any of the institutes as published under the National Institutional Ranking Framework issued by MHRD and / or QS World University Rankings, as updated from time to time

* NIRF discipline wise rankings will be considered wherever available (like engineering, management and pharmacy in current rankings); for degrees not covered by the NIRF discipline rankings, NIRF Colleges or Universities or Overall Rankings will be considered

5. Knowledge and Other Skills

- Strong leadership and interpersonal skills
- In-depth understanding and knowledge of software and hardware applications
- Advanced knowledge of IT services and system development and application support
- Excellent knowledge of existing & emerging IT trends, technologies and best practices
- Strong vendor management skills