



KERALA STATE IT MISSION
Department of Electronics & Information Technology
Government of Kerala, Thiruvananthapuram

Kerala State IT Mission, autonomous nodal IT implementation agency for Department of Electronics and Information Technology, Government of Kerala, requires IT Professionals on Deputation / contract basis.

Notice No : Admn-RPR/3/2020-KSITM Dated:22.12.2020

Last date of receipt of application : 20.01.2021

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1. Mission Co ordinator (2 Vacancies)

- Mode of Appointment** : Deputation
Those who are worked with Government or Quasi – Government agencies and other Public Sector units and Industrial promotion agencies such as Engineering Colleges, C-DIT, IHRDE, NIC and ER & DC
- Qualification** : Graduate Engineering Degree, Preference will be given to those who qualified PGDeG or Virtual IT Cadre
- Experience** : Minimum 5 years of Experience
- Age** : NA
- Remuneration** : As per deputation norms

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2. Manager, CERT-K (1 Vacancy)

Mode of Appointment : Contract

Qualification : B Tech (Computer Science / IT / Electronics)

Experience : 8 - 10 Years experience in Information Security process / roles

Desirable:
1. Experience in ISO 27001 / BS7799
2. Risk Management and Security testing experience

Age : Below 40 years

Remuneration : Rs.60,000/-(Consolidated)

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3. Technology Manager (UIDAI) (1 Vacancy)

Mode of Appointment : Contract

Qualification : B Tech (Computer Science / Electronics) or MCA

Experience : Minimum 8 years of experience in ITES area.
3-5 years hands on experience at a management level in technology related projects

Age : Below 40 yrs

Remuneration : Rs.60,000/-(Consolidated)

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4. Software Application Support Engineer, e-Office Project (3 Vacancies)

Mode of Appointment : Contract

Age : Below 35

Qualification : B Tech / MCA

Experience : Minimum 2 years experience in IT support Projects

Remuneration : Rs.20,000/-

5. Contact Centre Executive - 3 Vacancies

Minimum Qualification : Any Degree Graduate with IT knowledge

Experience:

1. Minimum 3 years of working experience in Call Centers/Customer Service Centers/BPOs
2. Strong verbal & written skills in Malayalam, English & Hindi.

Skills required:

1. Customer and Personal Service —Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
2. Clerical: Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
3. English Language —Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar

Technical Experience: Strong knowledge in MS Office

Others —Good presentation skills (Any certification in Call Center Customer Service and hands on experience in CRM software will be an added advantage.)

Age: Below 36 yrs

Remuneration— Rs. 19, 950/-per month (Consolidated)

Job Location: Thiruvananthapuram

Work Timing: Night Shift - 5PM to 8 AM (preferably Gent Staff)

Job Activities Description:

- Confer with citizens by telephone or in person to provide informational and grievance redressal services.
- Keep records of citizen interactions, recording details of inquiries, complaints or comments, as well as actions taken.
- Communicating with Persons outside Organization — Communicating with people outside the organization, representing the organization to citizens, the public, government, and other external sources. This information to be exchanged in person, in writing, or by telephone or e-mail.
- Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Establishing and Maintaining Interpersonal Relationships — Developing constructive and cooperative working relationships with others, and maintaining them overtime.
- Willingness to work rotating shifts including nights, weekends and Government declared Holidays

Candidates should apply in the prescribed application format downloaded from our website.

Duly filled application along with the copies of all documents in proof of Date of Birth, Educational Qualification and Experience shall reach the Director, Kerala State IT Mission, ICT Campus, Vellayambalam, Thiruvananthapuram-695 033 on or before **20.01.2021**

Candidates shall produce any one of the photo affixed ID Proof mentioned below in original and self attested photocopy at the time of Examination / Interview:

Identity Proof:

1. Voter Identity Card issued by Election Commission of India
2. PAN Card
3. Passport
4. Driving Licence
5. Aadhar Card

Original documents in proof of prescribed educational qualifications, date of birth, experience etc. shall be produced at the time of interview or at any time as required. Failure to produce the proof of qualification and experience will entail rejection of application.

Kerala State IT Mission
ICT Campus, Vellayambalam,
Thiruvananthapuram-695 033
Ph: 0471-2726881, 2314307, 2725646

Sd/-
Director

Kerala State IT Mission
ICT Campus, Vellayambalam, Thiruvananthapuram-695033

Name of Post :
Applicant name :
Age :
Date of Birth :
Gender :
Marital Status :
Permanent Address :



Address for Communication :

Mobile Number :
eMail ID :
Aadhar Number :

Educational Qualification

Sl No	Name of degree	Subject or Stream	Course Type (Regular, Distant, Part time etc)	Institution	University/ Board	Course duration (specify year of enrollment and year of award of degree certificate)	Percentage/ GPA/ CGPA

Additional Skills if any

Declaration

The above mentioned facts are true and fair to the best of my knowledge and belief.

Place & Date

Name & Signature