

National e – Governance Division

Job Title	
Division	NeGD
Designation	Business Analyst
No. of Vacancies	2
Project	UMANG
Location	New Delhi
Qualification	B.E/B. Tech./ MCA or Graduate with relevant Experience
Job Category	Contract Basis - Consolidated

Overview

The job holder will handle the on-boarding of various services of Central/State departments on UMANG and post Go Live will monitor and ensure that services run smoothly on UMANG.

The role would include responsibility of day to day monitoring of the UMANG services which includes department applications, services and components of UMANG and management of partner agencies and other stakeholders and in case of any fault in services he/she has to take up issues with respective stakeholder with a view to restore the services quickly.

He/ She may be used in other projects of Digital India, as and whenever required.

Job Descriptions

On Boarding

- Develop relationship with departments to bring their important services on UMANG. Coordinate with concerned Government officials and all vendors to make the chosen services Live.
- Sound knowledge of API integration and API testing
- Expertise in FRS and API document creation

Monitoring

- Interact with quality audit partner to monitor testing bugs and their resolution by the implementing agency
- Bring out regular progress assessment reports with qualitative inputs and flagging off any deviations/issues that would need to be looked into by the higher authorities
- Assist in any other work incidental to the monitoring and implementation of UMANG

Support

- Coordinate with different central and state agencies whose applications are integrated with UMANG.
- Post delivery of services, keep in touch with departments to resolve any operational issue and endeavor to keep the services up and running
- Develop and manage relationships with integrated departments on UMANG in order to better understand the issues in service delivery and take steps to ensure customer delight.
- Ensure that issues/complaints raised through various channels (including social media, Playstore etc.) are addressed

Reporting

- Prepare reports, presentations for both internal and external distribution on project progress
- Assess and support on meeting contractual obligations of partner agencies and any other requirements necessary to department applications on UMANG
- Maintain adherence to project timelines and ensure quality of output/deliverables
- Provide requisite support for necessary audits (SLA, Security etc.) by third party auditor/s

Required Profile	
Essential Qualification	<ul style="list-style-type: none">• Graduation /B.E/ B. Tech and equivalent• Qualification can be relaxed in case of exceptional candidates
Required Experience	<ul style="list-style-type: none">• 2 + years experience in Software/Networking Project Management/Operations, Enterprise-Wide systems integration/implementation projects• MS-Office, MS Project, JIRA etc.• Good Communication skills (Oral and Written)