

Job Code: 101201

No. of Posts: 1

Position: Manager (Contact Centre Operations)

Location: New Delhi

Job Profile	Qualification & Experience
<ul style="list-style-type: none"> • Manage the Contact Centre and define standards to ensure 'wow' service levels in operations • Partner with the teams working on Enrolments, Technology and Logistics to build an integrated process incorporating needs of all the stakeholders • Define efficiency and effectiveness metrics and setup measurement systems to track and control the above processes; setup adequate backups and disaster recovery systems for the above. • Identify and build network of Service Providers who will partner with the UID to deliver the above processes. 	<p>Educational Qualification</p> <ul style="list-style-type: none"> • MBA / BTech / MCA from a premier institute. <p>Experience</p> <ul style="list-style-type: none"> • Overall 8 – 10 years of experience and at least 3 to 5 years of experience in leading business process reengineering / process improvement engagements. <ul style="list-style-type: none"> ○ Setting up of process for data transfer through data pipes. ○ Printing and distribution of Enrolment letters for every ID that is created. • Partner with teams working on Enrolment and Helpline to build an integrated process incorporating needs of all the stakeholders. • Manage the Contact Centre and define standards to ensure 'wow' service levels in operations • Partner with the teams working on Enrolments, Technology and Logistics to build an integrated process incorporating needs of all the stakeholders • Define efficiency and effectiveness metrics and setup measurement systems to track and control the above processes; setup adequate backups and disaster recovery systems for the above. • Identify and build network of Service Providers who will partner with the UID to deliver the above processes. • 3 to 5 years of experience of working in a Contact Centre.

Note:

- **Employees from Government/Public Sector Organizations with previous experience in handling e-Governance initiatives at the National or State level are encouraged to apply**
- **Only Short-listed candidates will be contacted.**

Job Code: 101202

No. of Posts: 1

Position: Manager (Logistics)

Location: New Delhi

Job Profile	Qualification & Experience
<ul style="list-style-type: none"> • Setup the logistics process for the Unique ID Authority including the process to provide first mile and last mile connectivity for enrollment. • Define standards for the following processes: <ul style="list-style-type: none"> ○ Collation and transport of memory sticks with applicant data to UID validation centres. ○ Setting up of a process for data transfer through data pipes ○ Printing and distribution of Enrolment letters for every ID that is created. • Partner with teams working on Enrolment and Helpline to build an integrated process incorporating needs of all the stakeholders. • Define efficiency and effectiveness metrics and setup measurement systems to track and control the above processes; setup adequate backups and disaster recovery systems for the above. • Identify and build network of Service Providers who will partner with the UID to deliver the above processes. 	<p>Educational Qualification</p> <ul style="list-style-type: none"> • MBA / BTech / MCA from a premier institute. <p>Experience</p> <ul style="list-style-type: none"> • Overall 8 – 10 years of experience • 3 to 5 years of experience in leading logistics / supply chain processes / process improvement engagements. • Experience with executing and delivering process improvements.

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Job Code: 101203

No. of Posts: 1

Position: Manager (Vendor Management)

Location: New Delhi

Job Profile	Qualification & Experience
<ul style="list-style-type: none"> • Support the Authority in formulating an end to end procurement planning framework; Develop standard contracts, RFP, Lol, purchase orders, work orders, and other relevant guidelines. • Support Authority in vendor evaluation and contract finalization. • Develop and establish procurement monitoring mechanism; prepare tenders / RFPs for procurement of IT and non – IT infrastructure in the Authority and manage the tender process • Monitor budget utilization and analyze variance to take corrective action • Liaise and negotiate with vendors and contractors for critical procurement assignments. 	<p>Educational Qualification</p> <ul style="list-style-type: none"> • BTech / MBA / CA <p>Experience</p> <ul style="list-style-type: none"> • 8-10 years of experience in managing procurement function • Experience in IT related procurement will be preferred.

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Job Code: 101204

No. of Posts: 1

Position: Manager (Master Project Plan Management)

Location: New Delhi

Job Profile	Qualification & Experience
<ul style="list-style-type: none"> • Develop and establish a suitable project monitoring framework under guidance from the Authority. • Review regular progress assessment reports with qualitative inputs and flagging off any deviations / issues that would need to be looked into. • Ensure timely preparation of reports and circulars for both internal and external distribution on project progress • Assist in procurement of required services for the project implementation and ensure that requirements of the Authority in matters related to EOI / RFP / Contracts are suitably addressed. 	<p>Educational Qualification</p> <ul style="list-style-type: none"> • Bachelors Degree in Engineering form a Premier institute or Masters Degree in Management / Technology from a reputed institute. <p>Experience</p> <ul style="list-style-type: none"> • Overall 8 – 10 years of experience in multi-disciplinary functions and 3 – 5 years of experience in project management function. • Project Management Certification preferred. • Proficient in MS Office, MS Project, PERT-CPM and other Project Management Tools.

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Job Code: 101205

No. of Posts: 3

Position: Manager (Registrar Onboarding Project Management)

Location: New Delhi

Job Profile	Qualification & Experience
<ul style="list-style-type: none"> • Support the UIDAI in implementing Aadhaar for various Registrar organizations; drive project management rigor in the same. • Deploy the Registrar Onboarding Process and guidelines as defined by the UIDAI to support Registrars in project implementation. • Manage cross-functional aspects of the project including finance, technology, logistics, procurement etc. • Interface with all stakeholders as required – training agencies, enrolment agencies, device manufacturers, audit agencies to the support Registrar in project implementation. • Supervise project implementation at the ground level; travel will be required to monitor implementation at the Village / District level. • Review regular progress assessment reports with qualitative inputs and flag off any deviations / issues that would need to be looked into • Ensure timely preparation of reports and circulars for both internal and external distribution on project progress. 	<p>Educational Qualification</p> <ul style="list-style-type: none"> • Bachelors Degree in Engineering form a Premier institute or Masters Degree in Management / Technology from a reputed institute. <p>Experience</p> <ul style="list-style-type: none"> • Overall 10 – 15 years of experience in multi-disciplinary functions and 5 – 10 years of experience in project management function. • Project Management Certification preferred; should be proficient in MS Office, MS Project, PERT-CPM and other Project Management Tools. • Experience in Government Projects / Services an advantage.

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Job Code: 101206

No. of Posts: 1

Position: Manager (Communications and Media)

Location: New Delhi

Job Profile	Qualification & Experience
<ul style="list-style-type: none"> • Support the ADG (Media), UIDAI in implementing the Aadhaar IEC (Information, Education Communication) campaign for various Registrars / State Governments. • Monitoring and Evaluation of the Media Campaign and suggest ways for effective implementation of the Aadhaar. • To suggest the logistics and the related tools for implementation of IEC campaign. • Interface with all stakeholders as required – other UIDAI members, Joint Working Groups, Enrollment Agencies, to support the Registrars / State Government in project implementation. • Review progress of IEC activity assessment report with qualitative input and highlight deviations / issues that would need to be looked into for effective IEC activities • Ensure timely preparation of reports and circulars for both internal and external distribution on progress of IEC activities. 	<p>Educational Qualification</p> <ul style="list-style-type: none"> • Bachelors degree in Mass Communication or Masters degree in management from a premier institute. <p>Experience</p> <ul style="list-style-type: none"> • 6 -7 years with 2 -3 years experience in semi-urban and rural areas in Social Communication / Media Activities. • High degree of skill with MS office essential.

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Job Code: 101207

No. of Posts: 1

Position: Manager (Training)

Location: New Delhi

Job Profile	Qualification & Experience
<ul style="list-style-type: none"> • Review effectiveness of the Enrolment, Process training modules and define methods for ongoing improvement of the same. • Partner with the teams working on Registrar Onboarding, Enrolments, Authentication, Technology and Contact Centre to build an integrated process incorporating needs of all the stakeholders. • Define efficiency and effectiveness metrics and setup measurement systems to track and control these – specifically with a view to measure impact on final enrolment efficiencies and effectiveness. • Setup a process to ensure ongoing updation of training content basis feedback on effectiveness and process changes if any in the onboarding / enrolment processes. 	<p>Educational Qualification</p> <ul style="list-style-type: none"> • Graduate with an MBA / PGD in HR / PMIR. <p>Experience</p> <ul style="list-style-type: none"> • 5 -10 years of experience in diverse roles and minimum 4 years of experience in handling training and development function in a Service organization.

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Job Code: 101208

No. of Posts: 1

Position: Manager (Technology)

Location: New Delhi

Job Profile	Qualification & Experience
<ul style="list-style-type: none"> • Support the Authority on general technological issues related to the project. This could include security, data centre management processes, infrastructure planning, technical advice to the Authority, manage the standards development process etc. • In coordination with the Technology Development function of the PMU, assist the Authority in defining the standards and guidelines around usage of biometrics, data management, security, etc. • Support the project partners in adhering to technical standards / architecture / specifications proposed as part of the project. • Conduct technical appraisal of the various project reports received from the project partners. 	<p>Educational Qualification</p> <ul style="list-style-type: none"> • B Tech / M Tech in Computer Science or any other engineering discipline / MCA. <p>Experience</p> <ul style="list-style-type: none"> • 10 years of experience in Software Project Management. • 3 – 5 years of experience in managing large scale software development, Enterprise – Wide systems integration / implementation projects .

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Job Code: 101209

No. of Posts: 1

Position: Manager (Data Centre)

Location: New Delhi

Job Profile	Qualification & Experience
<p>Overall ownership for all deliverables relating to the Data Centre to be built for the UID authority including the following:</p> <ul style="list-style-type: none"> • Single Point of Contact for the setup and functioning of the Data Centre for the UIDAI ... Including dealing with all the issues of the collocated data centre that will be run in partnership with a service provider (MSP) • Assist the E&Y team in the RFP process and validate / review the design of the data centre – electrical, mechanical, civil, etc., and setup processes for overall monitoring. • Monitor the delivery schedule and timelines for the Data Centre space hiring and make first level observations, get iterations done as required and monitor for closure. • Anchor the process for UIDAI to setup its own Data Centre ... assist the DDG and work with CPWD / consultants as required. • Enable setting up of a robust business continuity and disaster recovery process including inspections / surveillance plan / building security plan, certifications and acceptance of Data Centre etc. 	<p>Educational Qualification</p> <ul style="list-style-type: none"> • B Tech / M Tech / MCA from a premier institute. <p>Experience</p> <ul style="list-style-type: none"> • 10 years of experience in Data Centre Management ... preferably with knowledge of data centre design and commissioning. • Experience in data centre certifications ... BS7799 / other industry certification.

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Job Code: 101210

No. of Posts: 1

Position: Manager (IT Systems)

Location: New Delhi

Job Profile	Qualification & Experience
<p>Overall ownership for all deliverables relating to IT Systems for the UID authority including the following:</p> <ul style="list-style-type: none"> • Single Point of Contact for managing the IT Systems (hardware / network) for the authority. • Review, validate and verify the technical and functional requirements planned by the E&Y team for setting up the IT Systems infrastructure. • Assist the E&Y team in the RFP process for procurement of hardware and networking infrastructure and validate / review the specification and standards for the same. • Manage the costing and budgets for the procurement of IT Systems. • Manage the inventory of hardware and networking infrastructure that's procured and plan for AMCs. 	<p>Educational Qualification</p> <ul style="list-style-type: none"> • B Tech / M Tech in Computer Science or any other engineering discipline / MCA. <p>Experience</p> <ul style="list-style-type: none"> • 4 - 6 years of experience in IT industry. • 3 – 5 years of experience in managing Hardware, Software and Networking systems.

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Job Code: 101211

No. of Posts: 3

Position: Manager (Authentication Services)

Location: New Delhi

Job Profile	Qualification & Experience
<ul style="list-style-type: none"> • Support the UIDAI in implementing Aadhaar for various Authentication User Agency (AUA) organizations; drive project management rigour in the same. • Deploy the AUA on boarding process and guidelines as defined by the UIDAI to support the AUAs in enabling Aadhaar-based authentication. • Manage cross-functional aspects of the project including finance, technology, logistics, procurement etc. • Interface with all stakeholders as required - training agencies, device manufacturers, audit agencies to support the AUA in project implementation. • Supervise project implementation at the ground level; travel will be required to monitor implementation at the village / district level. • Review regular progress assessment reports with qualitative inputs and flag off any deviations / issues that would need to be looked into. • Ensure timely preparation of reports and circulars for both internal and external distribution on project progress. 	<p>Educational Qualification</p> <ul style="list-style-type: none"> • Bachelors Degree with 10-15 years of work experience in multidisciplinary function with 4 – 6 years of experience in Project Management function; or • Masters Degree with 8 – 12 years of work experience in multidisciplinary function with 4 – 6 years of experience in Project Management function • Experience in social sector programmes related to health, employment, development, poverty eradication, CSOs,. NGOs, Foundations, Government projects an advantage • Experience in e-Governance programmes with strong appreciation for IT / Telecom an advantage • Project Management Certification preferred; should be proficient in MS Office, MS project, PERT-CPM and other project management tools. <p>Desired Competencies</p> <ul style="list-style-type: none"> • Drive for results – can be counted on to exceed goals successfully. • Priority setting – spends his / her time and the time of others on what’s important. • Problem - solving - uses rigorous logic and methods to solve difficult problems with effective solutions. • Conflict Management skills and the ability to interact diplomatically with a variety of

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	<p>individuals at various organizational levels.</p> <ul style="list-style-type: none">• Listening – Practices attentive and active listening.• Managerial Courage – Doesn't hold back anything that needs to be said• Negotiating – Negotiates skillfully in tough situations with both internal and external groups• Peer relationships – Encourages collaboration• Integrity and Trust – is widely trusted.• Self Knowledge – Knows personal strength, weaknesses, opportunities and limits.
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Job Code: 101101

No. of Posts: 2

Position: Software Developer

Location: New Delhi

Job Profile	Qualification & Experience
<ul style="list-style-type: none"> • Designs software modules, features or components of software programs and develops related specifications. • Codes, tests and debugs new software or enhances existing software. Troubleshoots and resolves or recommends solutions to complex software problems. • Ensures product quality by participating in design reviews, code reviews, and other mechanisms. • Writes and maintains technical documentation for assigned software projects. Documents system / environment dependent characteristics and user installation instructions. 	<p>Educational Qualification</p> <ul style="list-style-type: none"> • BE / B Tech / MCA with first class or minimum 60% marks in aggregate or equivalent and specialization in Computer Science / Computer related areas. <p style="text-align: center;">Or</p> <ul style="list-style-type: none"> • M Sc in Computer Science with first class or at least 60% marks or equivalent. <p style="text-align: center;">Or</p> <ul style="list-style-type: none"> • Masters degree in Physics / Maths / Statistics / Operation Research with either Post Graduate Diploma in Computer Science from a Govt. recognized institution / University. The Masters degree and Post Graduate Diploma should be with 60% marks in aggregate or equivalent grade. <ul style="list-style-type: none"> • 3+ years software development experience, including experience developing testing and maintaining moderately complex software programs is essential.

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