



## Be a part of the Team that drives the AADHAAR Project

### JOB OBJECTIVES

Overall ownership of overseeing ITIL assigned business process implementation & driving process reengineering value- add initiatives in UIDAI

### ROLES & RESPONSIBILITIES

- Responsible for conducting periodic internal review/ process- toll audits against existing mode of IT service delivery, generate get- well plans & ensure compliance against their closure by engaged stakeholders
- Drive " Human- error" mitigation initiative through customer- oriented industry best practices, transformed into Learning- cum awareness training/program. Meant for mentoring & coaching of delivery resources./ helpdesk agents
- Act as advisory interface for UIDAI against its Managed Service Provider (Performance management)
- Review regular project/ dashboard/ score- card with qualitative inputs & flagging any deviations/ issues that would need to be looked into by the higher authorities
- Evaluate possible solutions to business issues by translating business requirements to functional/ non functional requirements & mitigate conflict in multi- vendor environment
- Ensure regular compilation of Monthly Service Report (MSR) for the track to establish End- to - End visibility
- Ensure production of performance report (Weekly, Monthly), showing AS-IS state of service deliverables & a range of other statistics w.r.t allocated Track/ Task
- Ensure periodic review & availability of approved SPOs/ Artifacts at a centralized accessible location
- Facilitation & closure of UATs against new development projects by engaging partner/ stakeholders located across UIDAI ecosystem
- Any other related task as may be required from time to time

### EDUCATION QUALIFICATION

- Full time Bachelor's degree in Engineering (IT/Computers)/ MCA (Mandatory)
- APMG Certified ITILv3R Practitioner/ Intermediate (Mandatory)
- PMP or Prince2 certifications (Preferred)

### EXPERIENCE

- 5-6 years of Core experience in Implementation of IT service Management/ ITIL Framework, Process excellence & Strategic CSI Programs
- 3-4 years of consulting experience in IT/ITSM Capability & Maturity assignments, delivering large scale L&D Project/ programs & Sourcing Governance Assessments (Mandatory)
- Prior work experience in e- Governance area with understanding of government processes would be preferred
- Understanding of IT service operations KPIs/ Service- design/ CSI process with having in- depth knowledge of incident- problem-change-event management lifecycle
- Exposure in Government RFP On boarding, customer & supplier Model/ Vendor Management
- Should be familiar with toolsets like BMC Remedy, Peregrine, CA service suite etc
- Having international exposure into said Practice/ domain would be an added advantage

Tenure: 3 years contract

[Click here to apply](#)