



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

MANAGER (CIDR OPERATIONS)	LOCATION: MANESAR (NCR)
Job Profile	Qualification & Experience
<p>Overall ownership for all deliverables relating to the CIDR Operations for the UIDAI- Manesar Data Centre(MDC), including the following:</p>	
<p><b>Resource Management:</b> Track to the Operational resources deployed by the MSP at MDC for handling the operation part of DC</p> <p><b>Assets Management:</b> To monitor movement of Assets of UIDAI whose particulars are entered in IT Asset Management Tool (ITAM) &amp; physical registers. To verify the Assets in ITAM tools &amp; monitor to the IT assets movement &amp; conduct Assets inspection &amp; verification every year/ half yearly</p> <p><b>Server Domain:</b> To monitor the Server Allocation: To monitor the server Utilization (Production/ Pre Production Stage environment). Hardening of the server as per UIDAI security guidelines</p> <p><b>Network Domain:</b> Monitoring Activities like IP Pool allocation, Bandwidth , ASA/ Other Partner connectivity</p> <p><b>Application:</b> To monitor the application which are running/being managed from MDC</p> <p><b>Security Policy:</b> To Manage/ monitor the Production Assets Security, to monitor IT Security Policy for Equipment that are involved in DC Operation &amp; are being used by Operations Team Resource. Hardening of the Assets as per UIDAI security guidelines. FW Port opening request, E-Mail A/C Creation, VPN A/C Creation &amp; Other user credentials</p> <p><b>UIDAI Partner (ASA) Co-ordination:</b> Seeking approval from competent authority &amp; process request received from Auth- division for providing user license key &amp; code to the partners to access Pre-production services/ Production services. To facilitate Connectivity/ installation of ASA Routers</p> <p><b>UAT:</b> Facilitate for User Acceptance tests as &amp; when required to integrate ICT hardware to the production system</p> <p><b>Service Desk/ Other:</b> To monitor the daily Incident/ CR/ SR ticket raised and get follow- up. Provide the support To MSP Ops team in case, facing any issues with OEM/ AMC contractor &amp; DC service provider</p>	<p>BE/ B Tech in Electronics/ Computer Science/ IT/ MCA or equivalent from a premier university and preferably MBA/ Post Graduate Diploma in Business Management/ PMP</p> <p>ITIL v.3/ Redhat/CISSP/CCNP/ISO-27001 Certification</p> <p>Minimum experience of 8-10 years with 6-7 years experience in IT Operation Management</p> <p>Should have hands on experience in managing IT Operations/ IT Process best practices based on ITIL framework specifically: Service Catalog, Incident and Problem Management, Capacity Planning</p> <p>Experienced in Project Management Fundamentals</p> <p>Experience in server/ network administration , having strong hands on knowledge of Data Centres, Networking, VMWare, Big Data/ Hadoop, Data Storage &amp; Back Up, Data Security</p> <p>Excellent communication (written &amp; oral) interpersonal skills &amp; presentation skills</p> <p>Contract Tenure: 3 years</p> <p><a href="#">Click here to apply</a></p>

**EMS Implementation:** Monitoring of EMS Tool implementation, Monitoring various functionalities of EMS Tool (CA Tool)

**Monitoring of PPM Activities & Service Tickets:** To verify PPM activity of IT Assets(under AMC) done by AMC Contractor Day to day co-ordination with MSP Team for smooth CIDR Operations

**Audit of IT Equipment's:** To conduct Internal Audits of IT Infra and to assist the external Audit Team for IT Security/ ISO etc. as required by UIDAI from time to time

Co-ordination with Vendors/ Service Providers for Maintenance jobs for Admin Bldg, Networking/ AV Equipments

**Miscellaneous Tasks:** Support to MSP for seeking approvals for different tasks after analysing the request & any other task as assigned by UIDAI officers from time to time