<center>**Qualification and Job Description**</center>

<center>**DEPUTY SECRETARY (IT)**</center>

Job Description

The objective of this job is to assist the Council in overall IT management and oversee the computerization of the Council's operation and successful implementation of the ongoing IT projects. The Deputy Secretary who will report to the Chief Executive and Secretary would be responsible for the following broad activities:

Application Support & maintenance

Responsible for ensuring successful day-to-day operation of critical IT applications, ensuring production issues are dealt in a timely manner and systems remain operational. This role requires working closely with peers, Council's user communities to handle incoming requests, including managing stakeholder & Executive Committee expectations. This position involves regular communication with the Chief Executive and Secretary on status, risks and emergent issues.

Program Management

The position requires Strong IT delivery focus backed with program management, strategy, communication, leadership and influencing skills to drive the implementation of various ongoing projects and highlight any issues/ slippages to higher authorities

IT Operations

- Prioritize and allocate available resources/ work to ensure effective service delivery within the defined structure
- Clearly establish performance targets for the Vendor personnel in line with their assigned roles
- Identify developmental needs of the Council's IT personnel and/or Council staff and ensure that specific, need based training interventions are administered

Systems Administration & Network Operations

The incumbent will be responsible for overseeing and providing coverage for performing troubleshooting, trouble ticket updates, escalation, resolution and reporting of incidents in the production environments. In addition, will oversee and execute systems administrative tasks, help to create and maintain production support documentation. The position will be responsible to quickly evaluate information, engage and assist technology staff, and communicate issues to the Vendors to remediate and resolve production issues efficiently and effectively. In support of incident management. The position also requires a fair understanding and working knowledge on technology around Data Base Administration, Quality Assurance (QA), Infrastructure (Networking, Systems and Storage, Build and Deploy, and Operations) as well as the Cloud based Applications which communicates directly with the Councils user Communities.

Education Qualification & Skills Profile	
Qualification	**Desired Skills & Experience**
Essential criteria B.E. / B. Tech (preferably Comp Science) /MCA **Desirable Criteria** **Post Graduation:** MBA / M Tech.	• 12 plus years of experience in IT project management and implementation roles. • Minimum 4/5 years of experience in developing and managing large scale cloud based IT projects on end to end basis. • At least 2 years of X++ programming experience. • At least 2 years of ASP.NET and C# programming experience. • Knowledge of SQL Server and SSRS. • Education Industry background preferred. • Dynamics AX 2009 or 2012 development experience preferred. • Exposure to diverse management techniques and Vendor management.