

Command and Control Centre – **Recruitment Details**

6 April, 2020

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Science of Learning	Sr. Expert / Expert- Science	02	Contractual / Deputation	
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Total		25		

IT Head, Command and Control Center

Location- Gandhinagar, Gujarat

Years of Experience- 10 to 15 years of relevant experience

Qualification - Minimum Qualification - BE in Computer Science, Information Technology or Management Information Systems. Masters in any of the above streams is preferred.

Mandatory Skills and Experience (Behavioral)-

- Strong critical thinking and decision-making skills
- Good Communication skills and Interpersonal skills
- Excellent project management skills and a strong ability to prioritize
- Ability to work under tight deadlines
- Stakeholder management

Mandatory Skills and Experience (Technical)-

- Experience of having led large teams in Operations and ability to motivate team members for operational excellence
- Excellent working knowledge of computer systems, security, network and systems administration, databases and data storage systems, and phone systems
- Experience in working on high traffic web solutions.
- Experience in DevOps (Jenkins, Ansible, Docker etc.)
- Strong in designing, optimising/normalising code.
- Strong Knowledge of MySQL Database Management, Replication, Backup.
- Should be aware of server architecture and configurations of different tools/services.
- Understanding fundamental design principles behind a scalable application.
- Ability to define metrics for the smooth conduct of OPERations and monitor them closely
- Troubleshooting skills
- Skills: NodeJS, PHP, MySQL, MongoDB, AWS, Google cloud, Rest APIs, Graph QL, Redis, Memcache,
- Experience in Data Science and AI will be plus
- 5-6 years of experience working in IT operations

Roles and Responsibility-

- Overseeing all technology operations and evaluating them according to established goals at CCC
- Devising and establishing IT policies and systems to support the implementation of strategies set by the government
- Develop and deliver a strategic technology vision and direction for CCC.
- Lead and manage the Software Development and IT teams to deliver software, infrastructure and architecture that meets the needs of various stakeholders.
- Implement mechanisms to monitor, manage and provide progress on all software development activities
- Accountable for the on-time and to quality delivery of all CCC related projects.
- Responsible for the maintenance and development of internal and external IT support systems.
- Create, implement and maintain a continuous improvement plan for software development and IT infrastructure.

- ❑ Research the external environment, and where appropriate identify and recommend external partners for the delivery of best in class technologies suitable for CCC.
- ❑ Reviewing and applying said best practices to establish architecture and frameworks consistent with and supportive of the Product Strategy.
- ❑ Identifying and implementing technology trends that will be able to support the future success of CCC
- ❑ Collaborating with the appropriate functions and users to evaluate and identify technology platforms for delivering the stakeholder's need

Technical Architect Head, Command and Control Center

Location- Gandhinagar, Gujarat

Years of Experience- 7 to 10 years of relevant experience

Qualification - Minimum Qualification - BE in Computer Science, Information Technology or Management Information Systems. Masters in MIS is preferred.

Mandatory Skills and Experience (Behavioral)-

- Strong critical thinking and decision-making skills
- Good Communication skills and Interpersonal skills
- Excellent project management skills and a strong ability to prioritize
- Ability to work under tight deadlines
- Stakeholder management

Mandatory Skills and Experience (Technical)-

- Experience in modern web development technologies and should have an overall knowledge of different frameworks of architecture.
- Experience in working on high traffic web solutions.
- Experience in DevOps (Jenkins, Ansible, Docker etc.)
- Strong in designing, optimising/normalising code.
- Strong Knowledge of MySQL Database Management, Replication, Backup.
- Should be aware of server architecture and configurations of different tools/services.
- Understanding fundamental design principles behind a scalable application.
- Troubleshooting skills
- Skills: NodeJS, PHP, MySQL, MongoDB, AWS, Google cloud, Rest APIs, Graph QL, Redis, Memcache,
- Experience in Data Science and AI will be plus

Roles and Responsibility-

- Executing and managing software development and managing the accuracy and quality of the final product developed by the team.
- Manage and control the quality of design, code and deployment process of all the modules.
- Optimise code as well as database performance.
- Solve complex performance and other critical problems and architectural challenges.
- Supervise architecture and lead efforts to develop the technical roadmap of the overall system.
- Collaborate effectively with team members and hold regular meetings for improvising technical skills.
- Guide, coach, and mentor software development engineers.
- Take initiative for the required changes in the software development process to manage overall quality.
- Learn new required techniques and implement them.
- Provide technical leadership for every aspect of the software.
- Manage documentation of each stage of development and management.

- ❑ Collaborating with the appropriate functions and users to evaluate and identify technology platforms for delivering the stakeholder's need.

Technical Project Manager, Command and Control Center

Location- Gandhinagar, Gujarat

Years of Experience- 5 to 7 years of relevant experience

Qualification - Bachelors in IT or Comp Science, in-depth understanding of software development, computer programming, and mathematics

Mandatory Skills and Experience (Behavioral)-

- Strong critical thinking and decision-making skills
- Good Communication Skills and Interpersonal skills
- Excellent project management skills and a strong ability to prioritize
- Ability to work under tight deadlines
- Stakeholder management

Mandatory Skills and Experience (Technical)-

- Experience in running projects using Agile methodologies..
- Experience in modern web development technologies and should have an overall knowledge of different frameworks of architecture.
- Experience in working on high traffic web solutions.
- Experience in DevOps (Jenkins, Ansible, Docker etc.)
- Strong in designing, optimising/normalising code.
- Strong Knowledge of MySQL Database Management, Replication, Backup.
- Should be aware of server architecture and configurations of different tools/services.
- Understanding fundamental design principles behind a scalable application.
- Troubleshooting skills
- Skills: NodeJS, PHP, MySQL, MongoDB, AWS, Google cloud, Rest APIs, GraphQL, Redis, Memcache,
- Experience in Data Science and AI will be plus

Roles and Responsibility-

- Establish and implement training processes and strategies for all technical personnel
- Analyze, plan and develop requirements and standards in reference to scheduled projects
- Assign and oversee the daily tasks of technical personnel while ensuring all subordinates are actively working toward established milestones
- Hold regular technical team meetings to determine progress and address any questions or challenges regarding projects
- Determine and define clear deliverables, roles and responsibilities for staff members required for specific projects or initiatives
- Research and evaluate hardware and software technology options and weigh the cost/benefit analysis when making large purchases on behalf of the company
- Recruit and train exceptional employees to fulfil posted positions within the technical department
- Update and maintain all production technologies ensuring proper maintenance and installation

Software Developer, Command and Control Center

Location- Gandhinagar, Gujarat

Years of Experience- 5 to 7 years of relevant experience

Qualification - BE in Computer Science or IT

Mandatory Skills and Experience (Behavioral)-

- Strong critical thinking and decision-making skills
- Good Communication Skills and Interpersonal skills
- Excellent project management skills and a strong ability to prioritize
- Ability to work under tight deadlines

Mandatory Skills and Experience (Technical)-

- Strong Knowledge of MySQL Database Management, Replication and Backup
- Python and other scripting languages
- Experience of visualisation tools such as QlikView, Power BI, Tableau or MicroStrategy

Roles and Responsibility-

- Researching, designing, implementing and managing software programs
- Testing and evaluating new programs
- Identifying areas for modification in existing programs and subsequently developing these modifications
- Writing and implementing efficient code
- Developing quality assurance procedures
- Deploying software tools, processes and metrics
- Maintaining and upgrading existing systems
- Working closely with other developers, UX designers, business and systems analysts

DevOps Engineer, Command and Control Center

Location- Gandhinagar, Gujarat

Years of Experience- 3 to 5 years of relevant experience

Qualification - BE in Computer Science or IT

Mandatory Skills and Experience (Behavioral)-

- Strong critical thinking and decision-making skills
- Good Interpersonal skills
- Ability to work under tight deadlines

Mandatory Skills and Experience (Technical)-

- Strong knowledge of Linux
- Expertise in cloud service (IaaS, Paas, and SaaS). Experience in any one of cloud provider is must (AWS, Azure or GCP) with security best practices
- Experience in network, server, and application monitoring
- Experience in configuration management tools (Ansible or puppet or Chef)
- Experience in CI/CD tool Jenkins
- Knowledge of Software Development Life Cycle
- Working knowledge of Shell scripting or python
- Working knowledge of Containerization tools like docker
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Roles and Responsibility-

- Infrastructure creation and management (On-premise and Cloud)
- Build and Deployment automation
- Infra and application monitoring
- <<additional inputs from Asif Bhai>>

Maintenance Engineer, Command and Control Center

Location- Gandhinagar, Gujarat

Years of Experience- 1 to 3 years of relevant experience

Qualification - BE in Computer Science or IT

Mandatory Skills and Experience (Behavioral)-

- Strong critical thinking and decision-making skills
- Good Interpersonal skills
- Ability to work under tight deadlines

Mandatory Skills and Experience (Technical)-

- Good Knowledge of MySQL Database Management, Replication and Backup
- Python and other scripting languages
- Experience of visualisation tools such as QlikView, Power BI, Tableau or MicroStrategy
- <<Asif Bhai should add the skills required as per the tech stack of the current running applications >>

Roles and Responsibility-

- Researching and managing software programs
- Identifying areas for modification in existing programs and subsequently developing these modifications
- Writing and implementing efficient code
- Performing quality assurance and control procedures
- Maintaining and upgrading existing systems
- Working closely with other developers, UX designers, business and systems analysts

Systems Administrator, Command and Control Center

Location- Gandhinagar, Gujarat

Years of Experience- 3 to 5 years of relevant experience

Qualification - Bachelor's degree in Computer Science, Computer Engineering

Mandatory Skills and Experience (Behavioral)-

- Problem-solving skills
- Ability to describe technical information in easy-to-understand terms
- Ability to work under tight deadlines

Mandatory Skills and Experience (Technical)-

- Very good knowledge of Linux and Windows operating systems: CentOS, Ubuntu, Amazon Linux.
- Hands on experience in networking, routing and switching.
- Excellent knowledge of best practices around management, control, and monitoring of server infrastructure.
- Experience with firewalls, Internet VPN remote implementation, troubleshooting, and problem resolution is desired
- Familiarity with backup and recovery software and methodologies
- Experience with Amazon Web Services
- Ability to set up and configure server hardware

Roles and Responsibility:

- Install and configure software and hardware
- Manage network servers (Physical and Cloud) and technology tools - VC, Video Wall
- Set up accounts and workstations
- Monitor performance and maintain systems according to requirements
- Troubleshoot issues and outages
- Ensure security through access controls, backups and firewalls
- Upgrade systems with new releases and models
- Develop expertise to train staff on new technologies
- Stock taking and weekly reporting on assets, access control and issues resolved
- Enabling live network performance
- Enabling and maintaining a ticketing system for the team to be able to raise hardware/software/performance requests
- Build an internal wiki with technical documentation, manuals and IT policies

Project Manager, Science of Learning

Location: Gandhinagar Gujarat

Roles & Responsibilities:

The Project Manager will lead and support the Project Team working on Science of Learning Research for the state of Gujarat on a day-to-day basis to ensure project progress by facilitating communications with all the parties involved in the project. She/he will also be responsible to coordinate with the EI team and ensure that the timelines are met as agreed.

The Project Manager will primarily have the following tasks. She/he will:

- work from the Command and Control Centre, Gandhinagar as per the Government norms (6 days a week)
- create a detailed project plan to achieve milestones of the project forward and effectively handhold and support the team
- support, recruit and manage the team members and the team needs
- create systems and processes to support the vision of the Science of Learning Project
- write reports, analyse data and liaison with other funding agencies in the region

Must-haves:

- communicative fluency in Gujarati and English
- at least 5-10 years of experience of having worked with a Government setup
- great aptitude, communication skills, logical and analytical thinking, project management skill and decision-making capacity

Educational Qualifications: Graduation in any subject with work experience as stated below

Experience: At least 5-10 years of experience of having worked with a Government set up is highly desirable. Candidates who have held a managerial position in the Educational projects with the state Government or are retired from one of the educational departments will be preferred.

Assessment Expert, Science of Learning

Location: Gandhinagar Gujarat

Roles & Responsibilities:

The Assessment expert will lead and support the team of subject experts working in the area of assessments to create high quality assessments that can generate insightful student data.

The Assessment Expert will primarily have the following tasks. She/he will:

- work from the Command and Control Centre, Gandhinagar as per the Government norms (6 days a week)
- create an assessment plan to achieve milestones to take the project forward and effectively handhold and support the team
- study the curriculum, create a blueprint for the different assessment needs
- create, review, approve questions and ensure valid and reliable assessment creation in Gujarati, English, Science, Environmental Science/Social Science and Mathematics for the project needs for various grades
- analyse data to understand questions that are working and not working
- identify questions indicating specific misconceptions, common errors, other learning gaps
- create recommendations for classroom practices to address those
- work with the technology team to create IT systems and processes that can aid in the assessment creation

Must-haves:

- communicative fluency in Gujarati and English
- at least 4-6 years of experience of working in the domain of educational assessments
- ability to zoom out and understand assessment needs beyond the subject specificity
- exposure to statistical psychometric techniques, like IRT, would be an advantage
- physical and mental agility to travel for the project needs

Educational Qualifications: Masters in Statistics OR in Educational Measurement OR sufficient relevant work experience in these areas

Experience: Candidates with 3-5 years of assessment creation experience

Sr. Subject Experts / Subject Experts, Science of Learning

Location: Gandhinagar, Gujarat

Roles & Responsibilities:

All Subject Experts, (Gujarati/English/Science/Environmental Science (Social Science)/Maths) will support the Science of Learning Project on a day-to-day basis to create better assessments, conduction and data collection for the state assessments and analyses. She/he will:

- create and suggest question ideas for assessments in Gujarati/English/Science/Environmental Science (Social Science)/Maths primarily and in other subjects
- critically reviewing the existing content for quality of the question (concept tested, grade appropriateness, phrasing), technical correctness, strength of the distractors, syntactical/semantic errors
- interact with students based on assessment data to create science of learning resources for the state and to understand the learning gaps
- analyse large-scale student response data to understand how children think and learn
- understand analysis and reporting needs for the project and ensure analyses for the given project and write reports
- regularly visit schools to understand classroom practices and engage in discussions with teachers and students
- spend considerable time on field by setting standard processes, doing trainings for invigilators and helping out with field audit and other relevant implements

In addition to the above, Senior Experts will be expected to -

- plan, manage and work with their team to develop high-quality assessment tools and understand existing gaps
- support the state team's growth and learning as and when needed
- helping in sourcing and interviewing candidates as per need

Must-haves:

- subject background in the relevant subject expertise
- ability to create and source engaging assessments for students
- ability to analyse questions critically, tests, and projects for practical use in the context of the classroom
- ability to interact in a productive manner with teachers and students, if needed; this should be geared towards gleaning information that will help us improve our understanding of how students learn and also towards improving our offerings
- fluency in Gujarati and English
- physical and mental agility to travel for the project needs
- should enjoy working in a team and across teams
- should enjoy healthy debates and arguments which are critical for insight development
- excellent written and oral communication skills

Educational Qualifications

- At least Graduation in the relevant subject
- B.Ed/M.Ed preferred
- Post-graduation in relevant subject will be preferred

Experience:

- Sr. Subject Expert: At least 3-5 years of prior experience in teaching/training in relevant subject
- Subject Expert: At least 1-3 years of prior experience in teaching/training in relevant subject

Sr. Technology Expert / Technology Expert, Science of Learning

Location: Gandhinagar, Gujarat

Roles & Responsibilities:

All technology experts will:

- provide innovative solutions to complex system problems
- code, review the code and implement to produce high performing/scalable/secured modules
- execute system development, develop detailed programming logic and maintenance activities
- analyse feature requirements and assist with design documentation, design reviews and development activities
- develop test plans and systems

In addition to the above, Senior Technology Experts will:

- work with Technology Expert to perform high/low level design/architecture
- make and influence decisions, and drive open discussions to a closure

Must-haves:

All technology experts must have:

- mastery over the concepts like PHP, Javascript, OOPS Concepts, HTML5, CSS, Javascript with working experience in common libraries and frameworks
- worked on Database (MYSQL, SQL, ORACLE, RDBMS, NoSQL, MongoDB)

In addition to the above, Senior Technology Experts must:

- be proficient in AngularJS, ReactJS, Canvas and SVG interactive programming, Responsive web design
- have knowledge of frameworks like Code Igniter, Zend, Data structures and database concepts
- have knowledge of advanced tools, complex algorithms and the latest research to help make intelligent systems
- be able to make and influence decisions, and drive open discussions to a closure

Educational Qualifications:

Bachelors in Computer Sciences or MCA

Experience:

- Sr. Technology Expert: At least 3 years of prior experience in software coding and system creation
- Technology Expert: At least 1-3 years of prior experience in software coding and system creation

Team Lead – School Support (Call Centre), Command and Control Centre

Location: Gandhinagar, Gujarat

Roles & Responsibilities:

- Planning the campaigns
- Monitoring the quality of daily calls
- Ensuring the achievement of daily targets
- Conducting the team trainings
- Analyse the Call centre data and prepare reports for the on ground suggestions/inputs/concerns and share it on a timely basis with the concerned department

Must-haves

- Team management experience
- Coaching and communication skills
- Excellent leadership and communication skills
- Strong coaching and people-development skills through call listening, quality feedback, etc.
- Ability to deal with escalations
- Energetic and motivating individual
- Creative thinking
- Strong working knowledge of advanced Excel.

Qualifications and Experience Requirements

- Graduate / Post Graduate with 5 years 'experience of managing team

Admin Head, Command and Control Centre

Location: Gandhinagar, Gujarat

Roles & Responsibilities:

- Supervising day-to-day operations of support staff
- Ensuring office is stocked with necessary supplies and all equipment is working and properly maintained.
- Ensuring that the office is well-maintained, organized, and secure.
- Plan and manage all repair and installation activities.

Must-haves

- Strong interpersonal skills, ability to communicate and manage well at all levels of the department
- Strong problem solving and creative skills and the ability to exercise sound judgment and make decisions based on accurate and timely analyses.
- High level of integrity and dependability with a strong sense of urgency and results-orientation.
- PC proficiency is essential (Windows environment) and strong working knowledge of advanced Excel is preferred.

Qualifications and Experience Requirements

- Graduate / Post Graduate in Administration / HR
- 5-7 years' experience in Administration role