

## **TERMS OF REFERENCE:**

The job profile and qualifications for the positions as below:

### **1. Application Support Engineer**

Qualification: Graduate or Post Graduate in B.Tech/ BE in Computer Science / Electronics & Communications Engineering or IT related branches.

Experience: Minimum 3 (three) years of experience in the relevant field.

Essential Skills:

- i) System administration, Users support and trainings, Application Testing, coordinate with the Content Developer for content creation.
- ii) Coordinate with the System Integrator on all issues relating to the system.

Job profile:

- (a) System Administration for an enterprise wide application.
- (b) Organise Training and Support for an enterprise wide application.
- (c) Coordinate with the system integrator for any system issues, including testing.
- (d) The role will also involve travelling to districts for conduct of training.

### **2. Application Support Assistant.**

Qualification: Graduate or Post Graduate in B.Tech/ BE in Computer Science / Electronics & Communications Engineering or IT related branches.

Experience: Minimum 1 (One) year of experience in the relevant field.

Essential Skills: i) System administration, Users support and trainings, Application Testing, coordinate with the Content Developer for content creation.

- ii) Coordinate with the System Integrator on all issues relating to the system.

Job profile:

- (a) Conduct Training and Support for an enterprise wide application.
- (b) Application Testing.
- (c) The role will also involve travelling to districts for conduct of training.