

Annexure –A

Engagement of IT Manpower for the Regional Offices, Sub-Regional Office, Divisional Office and ESIC Hospitals located in following 5 states

Details of Posts (location wise):

| Sl. No. | Type of Office | Approved IT Manpower |
|---------|------------------|------------------------------------|
| 1 | Regional Office* | One IT Manager One IT Assistant |
| 2 | SRO* | One IT Assistant |
| 3 | ESIC Hospitals* | One IT Manager One IT Assistant |

* List of Regional Offices/Sub Regional Offices/ESIC Hospitals annexed.

Details of posts (statewise):

| Sl. No. | State | Name of Location | IT Manager | | | | | IT Assistant | | | | |
|------------------|-------------|----------------------|------------|-----|----|----|-------|--------------|-----|----|----|-------|
| | | | UR | OBC | SC | ST | Total | UR | OBC | SC | ST | Total |
| 1 | Assam | RO Assam | 2 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 2 |
| | | Hospital Beltola | | | | | | | | | | |
| 2 | Kerala | RO Kerala | 1 | 1 | 1 | 1 | 4 | 3 | 2 | 2 | 1 | 8 |
| | | SRO KOLLAM | | | | | | | | | | |
| | | SRO TRIVANDRUM | | | | | | | | | | |
| | | SRO ERNAKULAM | | | | | | | | | | |
| | | SRO KOZIKODE | | | | | | | | | | |
| | | HOSPITAL UDYOGMANDAL | | | | | | | | | | |
| | | HOSPITAL EZUKONE | | | | | | | | | | |
| Hospital ASRAMAM | | | | | | | | | | | | |
| 3 | Puducherry | RO Mudaliarpet | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 |
| 4 | Tamil Nadu | RO Chennai | 1 | 1 | 1 | 0 | 3 | 2 | 2 | 2 | 1 | 7 |
| | | ESICH, KK Nagar | | | | | | | | | | |
| | | ESICH, Tirunelveli | | | | | | | | | | |
| | | SRO, Coimbatore | | | | | | | | | | |
| | | SRO Madurai | | | | | | | | | | |
| | | SRO Salem | | | | | | | | | | |
| SRO Tirunelveli | | | | | | | | | | | | |
| 5 | West Bengal | RO Kolkata | 2 | 0 | 0 | 0 | 2 | 1 | 1 | 1 | 1 | 4 |
| | | Hospital Joka | | | | | | | | | | |
| | | SRO Barrackpur | | | | | | | | | | |
| | | SRO Durgapur | | | | | | | | | | |

2. Role of the IT Manager/IT Assistant

- i. Address requests for installation, configuration, test, maintenance of software components.
- ii. Handle daily technical support activities on Application Software.
- iii. Help users in navigation and usage of application software.
- iv. Handle daily technical support activities on Network and Voice management.
- v. Setup computers and install software for various applications and programs.
- vi. Provide job trainings to new recruits and less experienced staff when needed.
- vii. Maintain documentations of customer issues and their resolutions.
- viii. Perform regular evaluation on all incident trends and prepare all preventative maintenance for Infra components.
- ix. Provide support in system upgrades, installing workstations and other office tools.
- xi. Escalate complex issues to appropriate teams for resolutions.
- xii. Any other IT related issue.

3. Educational qualification and experience:-

| Role | Qualification | Experience |
|--------------|-----------------------------------|--|
| IT Manager | BE/B.Tech. in Computer Science/IT | 6 to 8 years experience in incident, Service Request, Problem, Change Management, Service Desk, IT Service Desk, Incident Management, and Change Management. Candidate is expected to manage 5-6 people. |
| IT Assistant | BCA/Diploma in CS/IT | 2 to 4 years experience in Breakdown calls and closure within the assigned service parameters of response time by proper allocation of time to achieve customers' satisfaction. |

4. Nature of Engagement: The engagement for these IT Personnel will be on contract basis. They shall have no right for absorption in the organisation

5. Tenure for engagement: The tenure for engagement of the IT personnel will be for one year. ESIC will reserve the right to terminate the engagement by giving one month's notice or one month's remuneration in lieu of the notice period. Similarly the engaged person will have to give one month's notice for resigning or he will have to pay an amount equivalent to one month's remuneration in lieu of the notice period.

6. Monthly Remuneration:

| Role | Monthly Remuneration |
|---------------|----------------------|
| IT Manager | Rs.50,000.00 |
| IT Assistant: | Rs.22,000.00 |

7. Method of Recruitment:

1. The recruitment will be done through walk-in-interviews in the Regional Offices for the RO, SROs/ESIC Hospitals for a particular state.
2. The dates for the interview have been fixed on 13.06.2016 & 14.06.2016 for Assam, Kerala, Puducherry, Tamilnadu, West Bengal Regional Offices. The honorarium for the external member may be given as per letter no. G-32/11/6/133/2014-ISD dated 19.04.2016.
3. The indicative advertisement to be given in newspapers is being given by respective regions as per enclosed performa and detailed advertisement giving the locations and man power recruitment, and qualification, experience etc. is being uploaded on the website of the ESIC, i.e., www.esic.nic.in
4. Director General has already approved the constitution of Interview Boards under the Chairmanship of the Regional Director with the SSMC/SMC as a member for 5 Regional Offices. One technical Expert is to be co-opted by the regional Directors from one of the Govt Engineering College situated in the location.
5. In addition, SC/ST community representative and OBC community representative should act as an Observer

Appointing Authority

1. For the IT manpower at Regional office – Regional Director
2. For IT manpower at Sub Regional Office – Director I/C/ Jt. Director I/c
3. For IT manpower at ESIC Hospitals – Medical Superintendent



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