KARMAYOGI BHARAT

RECRUITMENT FOR MANAGER – IT & TECH OPERATIONS AND MAINTENANCE UNDER KARMAYOGI BHARAT, NEW DELHI

Karmayogi Bharat is a Special Purpose Vehicle (SPV) set-up under Section 8 of the Companies Act, 2013 by Department of Personnel and Training as a 100% Government owned Company under National Programmed for Civil Services Capacity Building (NPCSCB) — Mission Karmayogi. igot Karmayogi is a platform for anytime, anywhere, any-device learning of civil service officials to enhance their overall competency. Karmayogi Bharat (SPV) has been incorporated under Section 8 of the Companies Act, 2013 as a 100% Government owned not for profit Company. The organization is responsible for operating the bigot Karmayogi platform and any other digital assets pertaining to the Programmed. Further details can be found at https://igotkarmayogi.gov.in/.

Envisioned as one of the largest capacity building initiatives in Government organizations anywhere in the world, Mission Karmayogi will initially cover about 33 lakh government officials at the Centre and will eventually aim to transform approximately 2 crore government officials across the Centre, the States and the local bodies.

- It will enable officials to pursue anytime-anyplace-any-device learning at their own convenience, using self-directed or guided learning paths, enabling continuous learning for all.
- It will provide officials with access to instant guidance at the point of need, through job specific learning resources and collaboration with officials who "have done it before".
- It will empower an official with tools to take charge of one's own professional journey, making officials accountable for their own career trajectory.

SPV Karmayogi Bharat invites applications from eligible candidates for recruitment to the following position(s) on Contractual Basis:

Sl. No.	Name of Post	Total Post	Job description
1	Manager- IT & Tech Operations and Maintenance	1	Annex I

For further details, please visit Karmayogi Bharat's website https://igotkarmayogi.gov.in/#/career#career. Eligible applicants can apply by submitting their applications by email at careers.karmayogi@gov.in, including Application form, CV and other documents of qualification, experience, salary slips of current employer, age proof etc. by 02.03.2026. Incomplete and date bar applications will not be considered. All documents are mandatory. Only short-listed candidates will be invited for the interview/selection process. The decisions made by Karmayogi Bharat will be final and binding.

Application Form

To
The Chief Executive Officer (CEO)
Karmayogi Bharat
7th Floor, Parsvnath Capital Tower (Phase-I)
Bhai Veer Singh Marg, Sector-4
Gole Market, New Delhi – 110 001

Subject – Regarding appointment of _____ Post
Reference – Dated _____advertisement in this website of _____
Respected Sir/Ma'am,
As per the contextual advertisement, I declare that I hold the necessary academic qualifications
for the Post of _____and I submit the details as follows:
1. Full Name: _____
2. Full Address (pin code): _____

_____
3. Mobile No. _____
4. Date of Birth: _____(DD/MM/YY)
5. Gender: Male / Female
6. Category (SC/ST/General/OBC/any other): _____
7. E-mail Address: _____

8. Details of the Educational Qualification held by the Applicant

S. No.	Educational Qualification	Passing Year	Marks	Percentage

9. Employment History in chronological order
(Attach separate sheets in following format, if necessary)

Name and address of employer/Organization	Period of service From To	Designation of the Post held	Remuneration	Detailed description of work	Reason of leaving each post

10. Professional Trainings/Certifications

Organization	Details of Training/Certification	Period	
		From	To

Declaration: I hereby solemnly declare that all the above-mentioned statements are true and correct to the best of my knowledge and belief. Nothing is false or has been concealed/ distorted. If at any time I am found to have concealed / distorted any material/ information, my appointment shall be liable to termination without notice.

Place: _____   Signature of Applicant: _____
Date: _____   Name of the Applicant: _____

JOB PROFILE			
DESIGNATION	Manager- IT & Tech Operations and Maintenance	**LEVEL**	E-4 level equivalent
JOB LOCATION	New Delhi	**REPORT TO**	Chief Technology Officer
JOB SPECIFICATION			
JOB PURPOSE	Oversee the overall day-to-day IT & Tech operations and maintenance for iGOT Karmayogi platform. The job would entail Production ticket management, SLA adherence, effective delivery of IT & Tech Operations, service continuity, availability, and compliance, optimal performance, vendor (MSP) management and continuous improvement of IT processes as per overall program strategy and vision.		
ROLE AND RESPONSIBILITY	1. Develop and execute strategic plans for IT & Tech operations and maintenance of Karmayogi Bharat platforms, focusing on Ticket & incident management, structural solutions and efficiency improvements. 2. Prepare periodic operational MIS and SLA compliance reports for management and stakeholders. 3. Oversee daily operations and maintenance activities using Jira, OS Ticket, Zoho and other ticket management systems. 4. Lead troubleshooting efforts to resolve Platform-related incidents and minimize downtime. Act as a key point of contact for escalations related to SLAs and ticket management. 5. Monitor ticket queues, prioritize tasks, and ensure adherence to Service Level Agreements (SLAs) 6. Utilize insights from ticket analysis to drive structural fixes and enhancements in Karmayogi Bharat (KB) products. 7. Ensure structured RCA and post-incident review for critical outages. 8. Lead and mentor a team of operations and maintenance professionals ensuring effective utilization of ticket management systems. 9. Collaborate closely with engineering, IT, product teams, vendors and service providers to implement solutions based on ticket analysis findings, change management and release coordination. 10. Conduct regular capacity assessments to anticipate and address the growing operational needs of Karmayogi Bharat.		

JOB QUALIFICATION & REQUIREMENTS

EXPERIENCE REQUIREMENTS	1. Minimum 6 years of experience in IT & Tech operations and maintenance, preferably with at least 3 years of experience in large scale government IT projects. 2. Should have handled and maintained at least two enterprise grade systems. 3. Experience in Handling large scale e-Government transformational Project is required. 4. Strong knowledge of IT service Delivery, IT infrastructure, including networks, servers, storage, databases and cloud technologies. 5. Proficiency in IT service management frameworks, such as ITIL. 6. Effective communication skills (written and verbal) to properly articulate complicated IT operations to management and other IT development partners. 7. Experience managing MSP/vendor-led operations with defined SLAs and penalty frameworks.
EDUCATION REQUIREMENTS	1. B.Tech/ B.E., M.E. / M. Tech / MCA / Post Graduate IT or equivalent. 2. Good academic record from a recognized university/institution 3. Relevant certifications (e.g., ITIL, PMP, CISSP) and Cloud certifications (AWS/Azure/GCP) shall have added advantage.
REQUIRED SKILLS/ COMPETENCIES	IT Operations | Software Maintenance| Cloud Operations| Service Delivery| Ticket & Incident Management | Change & Adaptability| Customer Service and Detail Orientation |Strategic Vision| Team Building| Attention to detail| Communication Skills| Project Management

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