



Advt. No. DIC/KISAN SARATHI 2.0/12/2024/11

**Digital India Corporation**  
Electronics Niketan Annexe, 6, CGO Complex Lodhi Road,  
New Delhi - 110003  
Tel.: +91 (11) 24360199, 24301756  
Website: [www.dic.gov.in](http://www.dic.gov.in)

**Web Advertisement**  
**12.11.2024**

Digital India Corporation has been set up by the 'Ministry of Electronics & Information Technology, Government of India', to innovate, develop and deploy ICT and other emerging technologies for the benefit of the common man. It is a 'not for profit' Company under Section 8 of the Companies Act 2013. The Company has been spearheading the Digital India programme of the Government of India, and is involved in promoting use of technology for e-Governance/e-Health / Telemedicine, e-agriculture, e-Payments etc. The Digital India programme promotes safety and security concerns of growing cashless economy and addresses challenges confronting its wider acceptance. It also promotes innovation and evolves models for empowerment of citizens through Digital initiatives and promotes participatory governance and citizen engagement across the government through various platforms including social media.

Digital India Corporation is currently inviting applications for the following positions purely on Contract/ Consolidated basis for Kisan Sarathi 2.0 project:-

Sr. No.	Name of the Post	No. of Positions
1.	Tech Support Executive	02

\*\* **The place of posting** shall be in New Delhi but transferable to project locations of Digital India Corporation as per existing policy of Digital India Corporation.

Screening of applications will be based on qualifications, age, academic record and relevant experience. Digital India Corporation reserves the right to fix higher threshold of qualifications and experience for screening and limiting the number of candidates for interview. Only shortlisted candidates shall be invited for selection interviews. Digital India Corporation reserves the right to not to select any of the candidates without assigning any reason thereof.

The details can be downloaded from the official website of DIC viz. [www.dic.gov.in](http://www.dic.gov.in)

Eligible candidates may apply ONLINE: <https://ora.digitalindiacorporation.in/>



## **1. Job Description: Tech Support Executive**

### **A. Roles & Responsibilities:**

- Handle customer complaints, provide appropriate solutions and alternatives within the time limits
- Follow up to ensure resolution Keep records of customer interactions, process customer accounts and file documents.
- Provide accurate, valid and complete information by using the right methods/tools
- Liaison with development team for identifying ongoing issues, manage response and help development team during resolving the issues.
- Familiar with software development language PHP/ Python/ Java Script.
- Familiarity with MS office, reporting and documentation.
- Working knowledge of Linux, shell scripting, OS Ticket etc
- Good communication skills - verbal and written
- Training staff on newly installed hardware and software systems

### **B. Qualification & Experience**

- 2+ years of experience in Client Tech Support
- Any graduate with good academic credentials



**General Conditions applicable to all applicants covered under this advertisement:**

1. Those candidates, who are already in regular or contractual employment under Central / State Government, Public Sector Undertakings or Autonomous Bodies, are expected to apply through proper channel or attach a 'No Objection Certificate' from the employer concerned with the application OR produce No Objection Certificate at the time of interview.
2. Digital India Corporation reserves the right to fill all or some or none of the positions advertised without assigning any reason as it deems fit.
3. The positions are purely temporary in nature for the project of Digital India Corporation and the appointees shall not derive any right or claim for permanent appointment at Digital India Corporation or on any vacancies existing or that shall be advertised for recruitment by Digital India Corporation in future.
4. Digital India Corporation reserves the right to terminate the appointments of all positions with a notice of one month or without any notice by paying one month's salary in lieu of the notice period.
5. The maximum age shall be as on the last date of receipt of the applications. Screening of applications will be based on qualifications, age academic record and relevant experience. The designation against the position shall be mapped as per the approved policy.
6. In case of a query, the following officer may be contacted

**Ms. Vinaya Viswanathan**  
Head- HR  
Digital India Corporation  
Electronics Niketan Annexe,  
6 CGO, Complex Lodhi Road,  
New Delhi - 110003  
Phone No. 011-24303500, 24360199