

The qualification, expertise, experience and certification requirements of the resources					
Sl. No	Resources	Minimum Qualification	Expertise	Experience	Certification
1	Service Engineer (onsite) 5 Nos.	Degree or Diploma in Computer Engineering/Computer Science/IT/Computer Application/Electronics /Electrical	Hardware maintenance of PCs, & Peripherals, Installation & trouble shooting of Windows OS, Application Deployment, Basic Network configuration, Desktop Antivirus installation, update, Video Conferencing & online meetings, etc.	2 Years	MCSE/CCNA/CCNP Certification Preferred
2	Sr. Service Engineer (onsite) 2 Nos.	Degree or Diploma in Computer Engineering/Computer Science/IT/Computer Application/Electronics /Electrical	Hardware maintenance of PCs, & Peripherals, Installation & trouble shooting of Windows OS, Application Deployment, Active directory services, Preliminary trouble shooting of Network equipments and issues related to Switches, Firewall, Router, etc. Configuration / Trouble shooting of DNS, VLAN, VPN, Video Conference & online meetings. Capability to handle the cyber security and network security activities. Certification in cyber security and/or network security is desirable	4 Years	Valid MCSE/CCNA/CCNP Certification
3	Head – FMS (Onsite) 1 No.	(i) Degree or Diploma in Computer Engineering/Computer Science/IT/Computer Application/Electronics /Electrical or (ii) B.Tech / MSc in Computer Engineering/Computer Science/IT/Electronics /Electrical or MCA	Managerial capacity to drive the entire team, Liaison with external agencies including ISP for providing remote connectivity, resolving the issues, etc. FM to the servers, Resolving of the escalated issues related to Hardware, Network. Sound knowledge in Networking including Proxy settings, VLAN, configuration of VPN, Firewall, Router, Video conferencing & online meetings, etc., URL filtering/blocking, Spam filtering/blocking. Should have working experience in coordinating with CSP for deploying IT infrastructure and applications Capability to handle the cyber security and network security activities. Certification in cyber security and/or network security is desirable	6 Years for (i) and 4 Years for (ii)	Valid MCSE/CCNP Certification

4	Program Manager (Offsite)	<p>(i) Degree or Diploma in Computer Engineering/Computer Science/IT/Computer Application/Electronics /Electrical or</p> <p>(ii) B.Tech / MSc in Computer Engineering/Computer Science/IT/Electronics /Electrical or MCA</p>	<p>Managerial capacity to drive the entire team, Liaison with external agencies including ISP for providing remote connectivity, resolving the issues, etc. FM to the servers, Resolving of the escalated issues related to Hardware, Network, Active directory services, etc. Sound knowledge in Networking including Proxy settings, VLAN, configuration of VPN, Firewall, Router, Video conferencing &amp; online meetings, etc., URL filtering/blocking, Spam filtering/blocking.</p> <p>Should have working experience in coordinating with CSP for deploying IT infrastructure and applications.</p> <p>Capability to handle the cyber security and network security activities. Certification in cyber security and/or network security is desirable</p>	10 Years for (i) and 6 Years for (ii)	Valid MCSE/CCNP Certification.
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