Advt. No. DIC/Cloud Management/28/2024/10
Digital India Corporation
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New Delhi – 110003
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Website: www.dic.gov.in

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Web Advertisement
28.10.2024

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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 Cloud Management: -

Sr. No.	Name of the Post	No. of Positions
1.	Cloud Support Engineer	1
2.	DevOps Engineer	1

** 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**

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

1. Job Description: Cloud Support Engineer

A. Role and Responsibilities

1. Strong understanding of Cloud infrastructure, Unix/Linux-based operating system, commands and utilities, as well as Configuration Management Tools
2. Design and implement monitoring solutions for cloud-based infrastructure and applications.
3. Develop and maintain monitoring dashboards to provide real-time visibility into system performance.
4. Set up alerting mechanisms for critical metrics and thresholds to ensure timely response to potential issues.
5. Monitor cloud resources (e.g., compute, storage, network) for availability, performance, and security.
6. Analyze logs and metrics to identify trends, bottlenecks, and potential areas for improvement.
7. Collaborate with DevOps and engineering teams to ensure monitoring is integrated into the deployment process.
8. Troubleshoot and resolve monitoring-related issues, including false positives and tuning alerts.
9. Generate and present regular reports on system health, performance, and availability.
10. Stay up-to-date with the latest cloud monitoring tools and best practices.

B. Qualifications and Experiences

1. Bachelor/Master degree with minimum 4 years of proven experience in cloud monitoring and operations
2. Certifications in cloud platforms (e.g., Certified Cloud Practitioner, Fundamentals or equivalent certification).

C. Required Skill Set

1. Cloud Platforms: AWS, Microsoft Azure, Google Cloud Platform (GCP)
2. Cloud Architecture: IaaS, PaaS, SaaS solutions, Multi-cloud, Hybrid-cloud
3. Automation & Orchestration: Terraform, Ansible, CloudFormation, ARM templates
4. Containers & Orchestration: Docker, Kubernetes, ECS, EKS, AKS
5. DevOps Tools: Jenkins, Git, CI/CD pipelines, Monitoring (Prometheus, Grafana, CloudWatch)
6. Security: IAM, Security Groups, VPC, Encryption, Compliance (SOC 2, GDPR)
7. Scripting Languages: Python, Bash, PowerShell
8. Database: RDS, DynamoDB, SQL, NoSQL
9. Networking: DNS, Load Balancers, VPN, CDN, VPC, Route53
10. Serverless: AWS Lambda, Azure Functions, Google Cloud Functions

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D. Desirable Skill Set

1. Sound knowledge and good experience in infrastructure monitoring for the production environment
2. Proven experience in cloud monitoring and operations, preferably with platforms like AWS, Azure, OCI, or Google Cloud.
3. Hands-on experience with monitoring tools such as Prometheus, Grafana, CloudWatch, or similar.
4. Strong understanding of cloud architecture, including virtual machines, containers, and microservices.
5. Proficiency in scripting languages (e.g., Python, Bash) for automation tasks.
6. Familiarity with logging tools like ELK Stack (Elasticsearch, Logstash, Kibana), Fluentd, or Splunk.
7. Knowledge of incident management and root cause analysis.
8. Excellent problem-solving skills and attention to detail.
9. Ability to work independently and as part of a team

A. Roles and Responsibilities:

1. Design, implement, and manage scalable cloud infrastructure on platforms such as AWS, Azure, GCP, or Oracle.
2. Experience with Infrastructure as Code (IaC) tools like Terraform or CloudFormation.
3. Understanding of ITIL practices and frameworks
4. Optimize cloud resources to ensure cost-effectiveness and efficiency.
5. Implement automation tools and frameworks (CI/CD pipelines) for deployment, monitoring, and infrastructure as code (IaC).
6. Use Configuration Management Tools to manage infrastructure as code and ensure consistency across environments.
7. Manage and optimize web servers (IIS, Apache, Nginx) and databases (MySQL, PostgreSQL, SQL Server, MongoDB, AWS RDS, Azure SQL Database, or Google Cloud SQL. etc.).
8. Automate routine database management tasks and ensure high availability and performance.
9. Set up comprehensive monitoring and alerting systems to predict and prevent potential infrastructure issues.
10. Ensure 24/7 service availability by proactively managing infrastructure and responding to incidents.
11. Implement and manage security best practices in the cloud, including identity access management (IAM) and network security.
12. Conduct regular security audits and vulnerability assessments.
13. Diagnose and resolve complex issues related to cloud infrastructure, applications, and system integrations.
14. Work closely with development and operations teams to troubleshoot and optimize system performance.
15. Collaborate with application development teams to support the entire software development lifecycle.
16. Communicate technical and functional aspects of issues effectively to both technical and non-technical stakeholders.
17. Continuously explore and implement new DevOps tools and practices to improve development, deployment, and monitoring processes.
18. Drive improvements in automation, monitoring, and infrastructure resilience.

B. Qualifications and Experiences

1. Bachelor's or master's degree with minimum 3 years of experience in DevOps, Infrastructure Management, or Cloud Engineering.
2. Certifications in cloud platforms (AWS Certified DevOps Engineer, Azure DevOps Engineer or or equivalent certification)

C. Required Skill Set:

1. Strong experience with AWS, Azure, GCP, or Oracle Cloud.
2. Proficient in implementing CI/CD pipelines using tools like Jenkins, GitLab CI, or Azure DevOps.
3. Experience with IaC tools like Terraform, Ansible, or Chef.

4. Manage infrastructure as code using tools like Terraform, Ansible, Chef, CloudFormation.
5. Advanced knowledge of Git and Git workflows.
6. Strong scripting skills in Bash, PowerShell, or Python.
7. Familiarity with programming languages such as Python, Java, or Node.js.
8. Deep understanding of Linux and Windows operating systems and experience in diagnosing and troubleshooting.
9. Experience in managing IAM, including roles, permissions, and policies.
10. Experience with monitoring tools like Prometheus, Grafana, Nagios, CloudWatch.
11. Familiarity with log management tools like ELK Stack or Splunk.
12. Understanding of networking concepts like VPN, TCP/IP, DNS, load balancing, and firewalls

D. Desirable Skill Set

1. Familiarity with advanced cloud services like Redis, Kafka, MongoDB, Apache Druid, and Zuul.
2. Experience with ITIL methodologies and a deep understanding of DevOps and Agile principles.
3. Experience in monitoring large-scale, high-availability environments.
4. Excellent problem-solving skills with the ability to multitask in a fast-paced environment.
5. Proficiency in shell scripting (Bash, PowerShell) and automation tools
6. Experience with cloud platforms like AWS, Azure, or Google Cloud.
7. Previous experience in L1 and L2 support roles is a plus.
8. Experience with CI/CD tools like Jenkins, GitLab CI, CircleCI, or Travis CI.
9. Hands-on experience with containerization technologies like Docker and Kubernetes
10. Proficient in scripting languages such as Bash, Python, or Ruby

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
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6 CGO, Complex Lodhi Road,
New Delhi – 110003
Phone No. 011-24303500, 24360199