



KARMAYOGI BHARAT

[A Government Company registered u/s. 8 of the Companies Act, 2013 under administrative control of Department of Personnel & Training, Govt of India]
{CIN - U80301DL2022NPL393046}
Parsvnath Capital Tower 7th Floor, Bhai Vir Singh Marg, Sector 4,
Gole Market, New Delhi- 110001

ADVERTISEMENT FOR THE POST OF SUPPORT TEAM 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 not-for-profit Company under National Programme for Civil Services Capacity Building (NPCSCB) – “Mission Karmayogi”.

The Company will be responsible for owning, managing, maintaining and improving the digital assets, i.e., iGOT-Karmayogi (Integrated Government Online Training) the digital/e-learning platform, including the IPR of all software, content, process etc. on behalf of Government with an annual subscription-based revenue model. iGOT Karmayogi is a comprehensive online platform that has resources for online, face-to-face and blended learning. The platform will be a one stop shop for all capacity development needs of the India’s civil services, providing them with resources for continuous-anytime-anyplace learning, a guided path for life-long learning with access to a vast repository of learning content, and insights on individual learning needs and outcomes.

The SPV is also implementing e-HRMS 2.0 which aims to provide an integrated platform for managing employee profiles, deputation, salary slips, vigilance, e-sign, VRS, Notifications, implementation of Chat Bot with the help of Generative AI (Gen AI) and many more services. The upgraded system intends to automate the entire HR process, improve efficiency and reduce errors. The project is guided by the DoPT, aims to enhance the Human Resources Management system for Government Employees.

SPV Karmayogi Bharat invites applications from eligible candidates for recruitment to the following position(s) under e-HRMS 2.0 on contractual basis:

Sl. No.	Name of Post	Total Post
1.	Support Team	2

The remuneration would be based on the qualifications and experience of the candidate and as per industry norms. The job description of the post has been attached as **Annexure I**.

For further details, please visit Karmayogi Bharat’s website <https://karmayogibharat.gov.in>. 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, age proof etc. by 2nd August 2024. Incomplete and date bar applications will not be considered. Only short-listed candidates will be invited for the interview/selection process.

Application Form

To
The Chief Executive Officer (CEO)
Karmayogi Bharat
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. E-mail Address: _____

7. Details of the Educational Qualification held by the Applicant

S.No.	Educational Qualification	Passing Year	Marks	Percentage

8. Employment History in chronological order (Attach separate sheet in following format, if necessary)

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

9. 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: _____
Date: _____

Signature of Applicant: _____
Name of the Applicant: _____

JOB PROFILE			
DESIGNATION	Support Team	JOB LOCATION	New Delhi
DIVISION/DEPARTMENT	EHRMS	REPORT TO	Support Team Leader
JOB SPECIFICATIONS			
JOB PURPOSE	The Support Team for the electronic Human Resources Management System (eHRMS) will provide technical assistance and support to users, ensuring the smooth operation and utilization of the HR technology platform. The role involves troubleshooting technical issues, providing guidance, and delivering excellent customer service to eHRMS users.		
ROLE & RESPONSIBILITY	<p>1. User Support and Issue Resolution:</p> <ul style="list-style-type: none"> • Provide first-level technical support to eHRMS users, addressing queries, troubleshooting software/hardware issues, and resolving technical problems promptly and effectively. • Document and track user issues, ensuring timely resolution and maintaining detailed records of support activities. <p>2. Troubleshooting and Problem-Solving:</p> <ul style="list-style-type: none"> • Analyse and diagnose technical issues related to the eHRMS platform, employing troubleshooting methodologies to identify root causes and provide appropriate solutions. • Collaborate with cross-functional teams and escalate complex issues to higher-level support as necessary. <p>3. Knowledge Base Management:</p> <ul style="list-style-type: none"> • Contribute to the development and maintenance of a comprehensive knowledge base, including FAQs, guides, and troubleshooting documents, to facilitate self-service for users. <p>4. Training and Guidance:</p> <ul style="list-style-type: none"> • Conduct training sessions, webinars, or workshops to educate eHRMS users on system functionalities, best practices, and troubleshooting techniques. • Provide guidance and recommendations to users for optimizing their usage of the eHRMS platform. <p>5. Communication and Collaboration:</p> <ul style="list-style-type: none"> • Communicate technical information and solutions clearly and effectively to users with varying levels of technical proficiency. • Collaborate with development teams and other stakeholders to relay user feedback and identify areas for system improvement. 		
JOB QUALIFICATION & REQUIREMENT			

EXPERIENCE REQUIREMENTS	<ul style="list-style-type: none"> ● 3+ Years of experience in technical support or customer service, preferably in supporting software applications or HR systems. ● Proficiency in troubleshooting software/hardware issues and familiarity with help desk support tools and ticketing systems. ● Strong communication and interpersonal skills with the ability to empathize and assist users effectively. ● Analytical thinking and problem-solving abilities to resolve technical issues efficiently.
EDUCATION REQUIREMENTS	Bachelor's degree in Information Technology, Computer Science, or related field.
REQUIRED SKILLS/COMPETENCIES	User Support and Issue Resolution Troubleshooting and Problem-Solving Knowledge Base Management Training and Guidance Communication and Collaboration
