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 LEADER 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 Leader	1

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 6th January 2025. Incomplete and date bar applications will not be considered. Only short-listed candidates will be invited for the interview/selection process.

<div align="center">**Application Form**</div>

To
The Chief Executive Officer (CEO)
Karmayogi Bharat
New Delhi – 110 001

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**Passport
Size
Photo**
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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 From To	Designation of the Post held	Remuneration	Detailed description of work	Reason of leaving each post

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

JOB PROFILE			
DESIGNATION	**Support Team Leader**	**JOB LOCATION**	New Delhi
DIVISION/DEPARTMENT	e-HRMS	**REPORT TO**	Lead – Platform Architecture
JOB SPECIFICATIONS			
JOB PURPOSE	The eHRMS 2.0 Team Leader/Support Head will be responsible for overseeing the daily operations, support functions, and user experience related to the organization's electronic Human Resources Management System. The role involves managing a team that provides user support, system maintenance, and enhancements to ensure the optimal functionality of the eHRMS 2.0		
ROLE & RESPONSIBILITY	1. Team Management ● Lead and supervise a team responsible for providing technical support, troubleshooting, and guidance to users of the eHRMS 2.0. ● Set clear objectives, priorities, and performance metrics for the team members. ● Conduct regular performance evaluations, provide coaching, and facilitate training for professional development. 2. User Support and Issue Resolution ● Serve as an escalation point for complex technical issues related to the eHRMS 2.0 and provide solutions or guidance to resolve them. ● Ensure timely and effective response to user inquiries, incidents, and requests regarding system functionalities. ● Develop and maintain comprehensive documentation and FAQs for common user issues. 3. System Maintenance and Enhancement ● Collaborate with the IT team and vendors to manage system updates, patches, and configurations. ● Identify opportunities for system improvements, customization, or new feature implementations based on user feedback and system performance analysis. ● Coordinate testing procedures for system upgrades and enhancements to minimise disruptions. 4. Training and Knowledge Sharing ● Develop and conduct training programs for end-users to		

enhance their proficiency in using the eHRMS 2.0 effectively.

● Foster a culture of continuous learning within the team by organising knowledge-sharing sessions and staying updated on system advancements.

5. Reporting and Analytics

● Generate regular reports and analytics on system performance, user trends, and support metrics.
● Utilise data insights to identify areas for improvement and make recommendations for optimising system usability and efficiency.

JOB QUALIFICATION & REQUIREMENT	
EXPERIENCE REQUIREMENTS	● 6+ Years of experience in a similar role, preferably involving eHRMS 2.0 or HR technology systems support and management. ● Proficiency in eHRMS 2.0 platforms (e.g., SAP Success Factors, Workday, Oracle HCM) and familiarity with relevant support tools like Zoho etc. ● Strong leadership and team management skills, with the ability to motivate and develop team members. ● Excellent problem-solving, communication, and interpersonal skills to interact effectively with users and stakeholders. ● Analytical mindset with the capability to interpret data and drive improvements in system performance.
EDUCATION REQUIREMENTS	Bachelor's degree in Information Technology, Human Resources, Business Administration, or related field.
REQUIRED SKILLS/COMPETENCIES	Leadership Skills | Technical Proficiency | Communication and Collaboration | Problem-Solving Abilities | Training and Development | Customer Service Orientation | Adaptability and Flexibility

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