

Detailed Job Profile for the post of Deputy/Joint/Additional CEO (Technical)

- Will be assisting the Chief Executive Officer as the technical head of the agency in all technical and operational matters.
- **Program Management**: Manage multi-track complex time bound Infrastructure and application management programs, ensure milestone delivery, manage stakeholder. Avoid any risk due to non-delivery of milestone objective.
- **Contract and risk management**: Ensure compliance to agreed contract across SI & Consultants. Ensure adherence to contract change management. Ensure timely closure of all contract issues raised by the SI and Consultants. Review and drive mitigation plan for all the program level risks identified during transformation and sustenance.
- **Service Delivery and Transition/Project Management**: Review and support program teams to deliver contracted SLA and deliverables. Participate in steering Committee reviews to ensure program governance objectives. Carry out monthly program level performance review and provide support to ensure defined objectives are met.
- **People Management**: Mentor teams/leads/managers and develop them to achieve project's objectives. Ensure team satisfaction, motivation and training needs clubbed with reward recognitions.
- **Quality Assurance**: Review and ensure Service Assurance, Service excellence and Service improvement programs. Ensure compliance to Quality Management System.