TATA INSTITUTE OF SOCIAL SCIENCES
V.N. Purav Marg, Deonar, Mumbai 400 088

(A Deemed University under Section 3 of the UGC Act, 1956)

Advt no. TISS/ITSMC/01DEV/Jan2023   **20th January 2023**

Last Date of Receiving Application: 5th February 2023

The Tata Institute of Social Sciences ([www.tiss.edu)](www.tiss.edu), established in the year 1936 is a Deemed to be University, fully funded by the University Grants Commission, Govt. of India. TISS is a Grade I University with NAAC score of 3.89/4 and NIRF 2021 rank of 37 among Indian Universities and 70 overall.

With campuses at Mumbai (Main) and off campuses at Tuljapur, Guwahati and Hyderabad, TISS offers over 50 Post Graduate programmes, 18 Doctoral programmes, 3 Under Graduate programmes in social science disciplines, and over 30 Under Graduate programmes in vocational education (B.Voc. programmes).

The Institute is currently looking for bright candidates to work with the IT Service Management Centre for developing and managing applications.

Applications are invited for the post of DevOps and Data Center Support to be appointed on Contractual basis for a period of one year initially and extendable based on performance of the candidate and requirement of the Institute.

DevOps & Data Centre Support : 1 No

Qualification and Experience required:

Bachelor's degree in IT and relevant discipline with 55% of aggregate marks plus Two years and more of experience in the field of DevOps and Data Centre Support.

Remuneration:

Consolidated salary between Rs. 50,000 – 60,000 per month. Salary shall commensurate with experience and knowledge.

Responsibilities:

- Provides onsite or remote access diagnoses and resolution of computer hardware and software problems using a highly integrated set of diagnostic tools and techniques utilizing a specialized set of diagnostic` tools and elevated privileges.
- Lead the implementation of end-to-end DevOps technologies and processes i.e., containerization, CI/CD, infrastructure as code, metrics, monitoring site reliability, and security aspects.
- Monitor and log the systems and services and ensure that everything is running smoothly or be alerted when something breaks
- To Manage Open-Source Hypervisor and Container Orchestration Technologies (KVM, Kubernetes, Xen) and Ubentu Servers
- Researches, analyses, develops, and documents new processes and procedures to implement new solutions for use by IT Technicians to meet future problem resolution needs.
- Serves as technical expert providing support to Data Center or other IT technician
- Develops guidelines and upgrade techniques for new operational procedures for the support of databases, hardware systems, operating systems software, network systems software, security and client server systems.
- Leads in the development of processes and procedures to be used by IT Technicians in the division and elsewhere for clients.
- Administers and implements automated data processing systems and computer application programs.
- Develops operational, installation, and upgrade procedures, to be used by other staff, for communication systems, hardware, network, security, storage and software.
- Serves as a liaison between other technical staff, management, users, and vendors regarding service requests, usage, standards, security, and other technical matters.
- Develops structured diagrams for the specifications of databases, communication systems, servers, storage area networks, security or any other computer related hardware or software.

- Develops and documents configurations of the following: databases, servers, computers, security and network monitor systems, packaged programs, macros, utilities, and communication systems.
- Develops and implements databases, communication systems, storage area networks, security and applications with user departments, vendors, and data centres.
- Develops and implements the directory configurations, messaging configurations, and state-wide operating systems which include communication systems (servers, routers, switches and hubs).
- Administers, implements, and provides technical support for the telecommunications equipment, filters and interfaces related to state-wide messaging and communication systems utilizing a specialized set of diagnostic tools with elevated privileges.
- Provides planning, design, and implementation of computer hardware, software, and network components.
- Tests programs and systems and integrates system modules.
- Converts and implements new systems or upgrades existing systems.
- Analyses the need for, and develops, documents, implements, and monitors, information technology quality assurance standards.
- Develops cost estimates and makes recommendations for systems development and upgrades to existing systems.

Job related Qualifications

- Hypervisor in any platform
- Office 365 & Microsoft Azzure cloud platforms
- Ubuntu, Linux, Red Hat, and open-source OS
- Strong Knowledge of open-source systems Ubuntu, Linux etc..
- Knowledge in python, Html etc.
- Knowledge of systems management software, remote control, patch management, software distribution, and computer operating systems.
- Knowledge of Information Technology diagnostic tools.
- Knowledge of network environments and concepts such as TCP/IP, DHCP, DNS, wireless and mobile computing.
- Knowledge of computer servers, server operating systems, server tools and utilities, and server data backup and restore in open-source systems.
- Knowledge of technical analysis, implementation, configuration, and upgrading of computer hardware, software, and peripherals
- Knowledge of file maintenance and report generation methods.
- Knowledge of the fundamental concepts and operating principles of data communications and data processing hardware and software.

- Ability to support a variety of technologies, business departments and systems, and independently resolve problems and pro-actively communicate solutions.
- Ability to prepare detailed written instructions and documentation.
- Ability to analyse instructions and data
- Ability to gather and analyse facts, define problems, and devise solutions
- Ability to maintain records, prepare reports, and conduct correspondence related to the work.
- Ability to communicate technical terminology at a level appropriate to the audience.

Note- No work from home option will be provided to this position.

All staff are required to work from TISS, Sion Trombay Road, Deonar, Mumbai Office.

How to Apply:

Please email with subject as the position applied for and attach a copy of your Resume along with certificate copies in PDF format to recruit-itsmc@tiss.edu

Candidate is expected to join within a period of 15 days from the date of intimation of selection.

For any queries, please write to recruit-itsmc@tiss.edu

Acting Registrar