

**NATIONAL HIGHWAYS AUTHORITY OF INDIA**  
**(Ministry of Road Transport & Highways)**

The National Highways Authority of India (NHAI) is responsible for development, maintenance and management of National Highways entrusted to it and for matters connected therewith or incidental thereto.

2. NHAI proposes to engage the services of professionals for the following positions on contract basis for ICT Project Monitoring Unit at NHAI Headquarters. The Details of positions and terms & conditions as well as period of engagement, eligibility, experience etc. are as under:-

Sr. No.	Name of the posts	No. of posts*
1.	Jt. Advisor (Product Management)	1
2.	Asst. Advisor (Product Management)	1
3.	Asst. Advisor (GIS )	1
4.	Jt. Advisor (Solution Architecture)	1
5.	Jt. Advisor (Training and Support)	1

\* Number of posts may increase or decrease.

**DETAILS OF ELIGIBILITY CONDITIONS**

**1. Joint Advisor (Product Management)**

1	Designation	Joint Advisor (Product Management)
2	Number of Posts	One (01)
3	Method of Recruitment	On Contract basis
4	Period of Contract	On Full-Time Contract basis initially for a period of 02 years, which may be extended, subject to performance appraisal, with the approval of the Competent Authority as per EP/YP Policy of NHAI
5	Monthly Remuneration Bands (Rs.)	Rs. 1,50,000 - 1,81,000 /- (all inclusive)
6	TA/DA	No TA /DA shall be admissible for joining the assignment or on its completion. However, the Joint Advisors shall be allowed for TA/DA and Hotel accommodation for their travel inside the country in connection with the official work, at the same rates as admissible to Manager level officers in NHAI.
7	Educational Qualification	<b>Basic Qualification</b> : Bachelor's degree in Science / Technology / Engineering / Business Administration or related fields from a recognized university/institute. <b>Desirable Qualification:</b> Master's Degree in Science / Technology / Engineering / Business Administration or related fields from a recognized university/institute
8	Age Limit	Not exceeding 48 years as on prescribed last date of receipt of online applications.

9	Experience	<p><b>Desirable Experience:</b></p> <p>(a) Minimum 05 years of product management experience including managing the KPIs, Requirements, UX and direct coordination with technical teams and business stakeholders.</p> <p>(b) Should have experience in SDLC life cycles (Scrum or Agile) and task management software's Jira or Github preferred.</p> <p>(c) Experience with product level data analytics, user-engagement, feedback, setting up KPIs etc.</p> <p>(d) Demonstrated experience in designed work-flows, mock-ups and re-engineering of processes using IT.</p> <p>(e) Previous experience as team lead in software development is preferred</p> <p><b>Specific Experience (if any):</b> To be decided by IT Division on case-to-case basis as per emerging need</p>
10	Job Description	<p>a) Support NHA I in management of its core IT Systems (Data Lake and other supplementary or integrated systems). Understand the business requirements and provide technical inputs wherever required.</p> <p>b) Designing framework, monitor development of IT enabled products / services such as:</p> <p>i. Incident Response Management System for highway emergencies</p> <p>ii. Raj marg Yatra App- Citizen interface for NH related feedback and complaints for the highway users</p> <p><b>iii. GIS based Portal of NH projects for Planning and Monitoring</b></p> <p>c) Support NHA I in its digitization journey by re-engineering the existing offline processes and making them online and seamless. Prepare road maps, roll-out plans etc for use of emerging technologies and BI to strengthen decision support system.</p> <p>d) Conduct user interviews and surveys to gather bottom-up feedback / end user expectations on the functioning of NHA I 's IT systems / Mobile apps. Support NHA I to design and roll out systems on Agile model &amp; prioritize SDLC for such initiatives.</p> <p>e) Finalize functional requirements, UI/UX wireframes, workflows for ongoing and new requirements and check its effectiveness.</p> <p>f) Liaison, with IT vendors and downstream NHA I counterparts to provide supervisory services and help NHA I in contract management with vendors. Monitoring the use of NHA I IT systems and preparing KPIs for vendor management.</p> <p>g) Review and approve software artefacts to ensure it meet customer, business and compliance requirements.</p> <p>h) Co-ordination with high level authorities and stakeholder of other organizations for faster delivery of solutions and resolutions.</p> <p>i) Any other responsibility as assigned by NHA I during the tenure.</p>

## **2. Asst. Advisor (Product Management)**

1	Designation	Asst. Advisor (Product Management)
2	Number of Posts	One (01)
3	Method of Recruitment	On Contract basis
4	Period of Contract	On Full-Time Contract basis initially for a period of 02 years, which may be extended, subject to performance appraisal, with the approval of the Competent Authority as per EP/YP Policy of NHA I
5	Monthly Remuneration Bands (Rs.)	Rs. 1,10,000/- – 1,32,000 /- (all inclusive)

6	TA/DA	No TA /DA shall be admissible for joining the assignment or on its completion. However, the Joint Advisors shall be allowed for TA/DA and Hotel accommodation for their travel inside the country in connection with the official work, at the same rates as admissible to Manager level officers in NHAI.
7	Educational Qualification	<b>Basic Qualification</b> : Bachelor's degree in Science / Technology / Engineering / Business Administration or related fields from a recognized university/institute. <b>Desirable Qualification:</b> Master's Degree in Science / Technology / Engineering / Business Administration or related fields from a recognized university/institute.
8	Age Limit	Not exceeding 35 years as on prescribed last date of receipt of online applications.
9	Experience	<b>Desirable Experience:</b> (a) Minimum 03 years experience of product management experience including managing the KPIs, Requirements, UX and direct coordination with technical teams and business stakeholders. (b) Should have experience in SDLC life cycles (Scrum or Agile) and task management software's Jira or Github preferred. (c) Experience with product level data analytics, user-engagement, feedback, setting up KPIs etc. (d) Demonstrated experience in designed work-flows, mock-ups and re-engineering of processes using IT. Previous experience as team lead in software development is preferred <b>Specific Experience (if any):</b> To be decided by IT Division on case-to-case basis as per emerging need
10	Job Description	(a) Support NHAI in management of its core IT Systems (Data Lake and other supplementary or integrated systems). Understand the business requirements and provide technical inputs wherever required. (b) Designing framework, monitor development of IT enabled products / services such as: i. Incident Response Management System for highway emergencies ii. Raj Marg Yatra App- Citizen interface for NH related feedback and complaints for the highway users <b>iii. GIS based Portal of NH projects for Planning and Monitoring</b> (c) Support NHAI in its digitization journey by re-engineering the existing offline processes and making them online and seamless. Prepare road maps, roll-out plans etc for use of emerging technologies and BI to strengthen decision support system. (d) Conduct user interviews and surveys to gather bottom-up feedback / end user expectations on the functioning of NHAI's IT systems / Mobile apps. Support NHAI to design and roll out systems on Agile model & prioritize SDLC for such initiatives. (e) Finalize functional requirements, UI/UX wireframes, workflows for ongoing and new requirements and check its effectiveness. (f) Liaison, with IT vendors and downstream NHAI counterparts to provide supervisory services and help NHAI in contract management with vendors. Monitoring the use of NHAI IT systems and preparing KPIs for vendor management. (g) Review and approve software artefacts to ensure it meet customer, business and compliance requirements. (h) Co-ordination with high level authorities and stakeholder of other organizations for faster delivery of solutions and resolutions. (i) Any other responsibility as assigned by NHAI during the tenure.

### **3. Asst. Advisor (GIS Specialist)**

1	Designation	Asst. Advisor (GIS Specialist)
2	Number of Posts	One (01)
3	Method of Recruitment	On Contract basis
4	Period of Contract	On Full-Time Contract basis initially for a period of 02 years, which may be extended, subject to performance appraisal, with the approval of the Competent Authority as per EP/YP Policy of NHAJ
5	Monthly Remuneration Bands (Rs.)	Rs. 1,10,000/- – 1,32,000 /- (all inclusive)
6	TA/DA	No TA /DA shall be admissible for joining the assignment or on its completion. However, the Joint Advisors shall be allowed for TA/DA and Hotel accommodation for their travel inside the country in connection with the official work, at the same rates as admissible to Manager level officers in NHAJ.
7	Educational Qualification	<b>Basic Qualification</b> : Master's Degree in Traffic and Transportation Planning / Urban Planning/ Infra- planning / Geo-informatics /Remote Sensing from a recognized university/institute.
8	Age Limit	Not exceeding 35 years as on prescribed last date of receipt of online applications.
9	Experience	<p><b>Desirable Experience:</b></p> <p>(a) Minimum 03 years experience in GIS based analysis such as algorithms, planning, network optimization or modelling, service area calculations, visualizations etc.</p> <p>(b) Assist in geospatial analysis of incoming data for project management, asset management, defect management, accident/vulnerability analyses etc.</p> <p>(c) Ensure quality compliance of incoming data and those generated from in- house GIS based applications.</p> <p>(d) Extent support towards synchronization of GIS data across multiple platforms within and outside NHAJ.</p> <p>(e) Extend support to subject specific training/ workshops conducted from time to time.</p> <p><b>Specific Experience (if any):</b> To be decided by IT Division on case-to-case basis as per emerging need</p>
10	Job Description	<p>(a) Support NHAJ in management of its core IT Systems (Data Lake and other supplementary or integrated systems). Understand the business requirements and provide technical inputs wherever required.</p> <p>(b) Designing framework, monitor development of IT enabled products / services such as:</p> <ol style="list-style-type: none"> <li>Incident Response Management System for highway emergencies</li> <li>Raj Marg Yatra App- Citizen interface for NH related feedback and complaints for the highway users</li> <li><b>GIS based Portal of NH projects for Planning and Monitoring</b></li> </ol> <p>(c) Support NHAJ in its digitization journey by re-engineering the existing offline processes and making them online and seamless. Prepare road maps, roll-out plans etc for use of emerging technologies and BI to strengthen decision support system.</p> <p>(d) Conduct user interviews and surveys to gather bottom-up feedback / end user expectations on the functioning of NHAJ's IT systems / Mobile apps. Support NHAJ to design and roll out systems on Agile model &amp; prioritize SDLC for such initiatives.</p> <p>(e) Finalize functional requirements, UI/UX wireframes, workflows for ongoing and new requirements and check its effectiveness.</p> <p>(f) Liaison, with IT vendors and downstream NHAJ counterparts to</p>

		<p>provide supervisory services and help NHAJ in contract management with vendors. Monitoring the use of NHAJ IT systems and preparing KPIs for vendor management.</p> <p>(g) Review and approve software artefacts to ensure it meet customer, business and compliance requirements.</p> <p>(h) Co-ordination with high level authorities and stakeholder of other organizations for faster delivery of solutions and resolutions.</p> <p>(i) Any other responsibility as assigned by NHAJ during the tenure.</p>
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#### **4. Joint Advisor (Solution Architecture)**

1	Designation	Joint Advisor (Solution Architecture)
2	Number of Posts	One (01)
3	Method of Recruitment	On Contract basis
4	Period of Contract	On Full-Time Contract basis initially for a period of 02 years, which may be extended, subject to performance appraisal, with the approval of the Competent Authority as per EP/YP Policy of NHAJ
5	Monthly Remuneration Bands (Rs.)	Rs. 1,50,000 - 1,81,000 /- (all inclusive)
6	TA/DA	No TA /DA shall be admissible for joining the assignment or on its completion. However, the Joint Advisors shall be allowed for TA/DA and Hotel accommodation for their travel inside the country in connection with the official work, at the same rates as admissible to Manager level officers in NHAJ.
7	Educational Qualification	<b>Basic Qualification</b> : Bachelor's degree in Computer Science, IT, business administration or related fields from a recognized university/ institute. <b>Desirable Qualification:</b> Master's degree in Computer Science, IT, business administration or related fields from a recognized university/ institute.
8	Age Limit	Not exceeding 48 years as on prescribed last date of receipt of online applications.
9	Experience	<b>Desirable Experience:</b> (a) Minimum 05 years of experience spread across technology & solutions architect, technology policy, and related industry. (b) Proven work experience as a Solution Architect or similar role. Previous project management experience is advantageous. (c) Relevant certifications in solutions architecture and information systems will be a plus. (d) Previous experiences of working in a large government organization will be an advantage. (e) Adequate knowledge and familiarity with domestic and global technology practices and regulations. (f) Prior experience in large scale ERP projects and transaction-based data management (privacy and security) for large-scale project and organizations. (g) Formalizing the governance and reporting frameworks to update stakeholders at different levels and frequency. <b>Specific Experience (if any):</b> To be decided by IT Division on case-to-case basis as per emerging need
10	Job Description	(a) Responsible to examine the as-is process, do the gap analysis and design the to be process. (b) Understand business architecture and translate into technology and application architecture. (c) Must be aware of foundation and common industry standards and frameworks. (d) Design and adopt enterprise specific standards and frameworks. (e) Develop a comprehensive strategic technological vision. (f) Aware of architecture framework (TOGAF, CoBIT, ITIL)

## **5. Joint Advisor (Training & Support)**

1	Designation	Joint Advisor (Training & Support)
2	Number of Posts	One (01)
3	Method of Recruitment	On Contract basis
4	Period of Contract	On Full-Time Contract basis initially for a period of 02 years, which may be extended, subject to performance appraisal, with the approval of the Competent Authority as per EP/YP Policy of NHA1
5	Monthly Remuneration Bands (Rs.)	Rs. 1,50,000 - 1,81,000 /- (all inclusive)
6	TA/DA	No TA /DA shall be admissible for joining the assignment or on its completion. However, the Joint Advisors shall be allowed for TA/DA and Hotel accommodation for their travel inside the country in connection with the official work, at the same rates as admissible to Manager level officers in NHA1.
7	Educational Qualification	<b>Basic Qualification</b> : Bachelor's degree in Business Administration or Human Resource Management or related fields from a recognized university/institute <b>Desirable Qualification:</b> Master's Degree in Business Administration or Human Resource Management or related fields from a recognized university/institute.
8	Age Limit	Not exceeding 48 years as on prescribed last date of receipt of online applications.
9	Experience	<b>Desirable Experience:</b> (a) Minimum 05 years of experience in documentation creation and management, particularly in a customer support environment. (b) Excellent written and verbal communication skills. (c) Strong organizational and multitasking abilities. (d) Proficiency in using documentation tools and software. (e) Knowledge of customer support processes and best practices. (f) Ability to work collaboratively in a team-oriented environment. (g) Attention to detail and commitment to delivering high-quality documentation. <b>Specific Experience (if any):</b> To be decided by IT Division on case-to-case basis as per emerging need
10	Job Description	(a) Defining learning operating models & strategy, conducting learning gap analyses and translate them into objectives, develop instructional (digital) design, curation and deployment of learning solutions (including virtual, physical or hybrid approach). (b) Develop customised training programs based on the needs of various stakeholders. (c) Ability to solve specific training problems, either on an one-on-one basis or in groups. (d) Assess the development by feedback from the stakeholders on training/workshops. (e) Develop and maintain comprehensive documentation for products, services, and customer support processes. (f) Create user guides, FAQs, SOPs, and troubleshooting documentation to assist stakeholders in resolving issues independently. (g) Work closely with support teams to gather insights and updates for documentation improvement. (h) Implement best practices for maintaining high-quality documentation standards. (i) Identify opportunities and implement changes for process improvement and efficiency in documentation creation and maintenance.

The terms and conditions of engagement will be in according to NHAJ Policy Guidelines for engagement of External Professionals and Young Professionals No. 1.3.1.37/2024 dated 06.08.24. The Policy Guidelines are attached as **Annexure**.

**NHAJ will have the right to terminate the contract at any time, without assigning any reason.**

**Submission of Applications:** Applications are to be submitted online only. The procedure to be followed for filling up the online application is given in the online application portal, which can be accessed at <http://www.nhai.gov.in>. Eligible candidates may apply online on the link provided on the website of NHAJ **by 10.10.2024 (upto 06:00 PM)**.

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