

Job overview	
Job title/ Designation	Executive Director (IT)
Job objective	Articulation of IT strategy for BSNL, Leveraging IT as a source of competitive advantage through Conceptualization and implementation of flexible, agile and scalable systems for business and support processes, Conceptualization and implementation of IT Projects, Management of Vendors for hardware and software procurement and for implementation of smaller IT Projects across all business units. ED (IT) will have control of all major IT functions across all business units.
Reporting to	Director (CFA)

Key Responsibility Areas (KRAs)	
<ul style="list-style-type: none"> <li>➤ Formulation of IT strategy for BSNL in line with overall company strategy.</li> <li>➤ Defining IT needs of all business units, as well as aligning them with Corporate IT strategy.</li> <li>➤ Prioritizing the IT needs based on: <ul style="list-style-type: none"> <li>• Purpose and utility</li> <li>• Scope and Specifications</li> <li>• Feasibility-investment time-frame, complexity etc</li> <li>• Business impact – increase in revenue, increase in service levels, reduction of cost etc</li> </ul> </li> <li>➤ Integration of customer service solutions across Business Units of BSNL at CRM (Customer Relationship Management) level. Optimization of IT resources for unified customer service as well as Management Service.</li> <li>➤ Evaluating strategic alternatives between in-house developments versus outsourcing on project-by-project basis.</li> <li>➤ Formulation of policy for engaging services of external agencies (as and when required).</li> <li>➤ Monitoring development progress in terms of cost, quality and time.</li> <li>➤ Development of IT tools on HR matters in phased manner.</li> <li>➤ Roll-out of ERP Project to all Circles and Field Units.</li> <li>➤ Establish BSNL as major player in Enterprise IT Business domain with focus on Data Centre Services/ Bandwidth Service/ Cloud Services.</li> <li>➤ Pooling and leveraging IT capability in BSNL to take advantage of technological convergence (Telecom/IT Broadcasting) and help in roll-out of new services.</li> <li>➤ Planning, execution, operation and maintenance of OSS/BSS for all kinds of services (viz Wire-line, Broadband, GSM, CDMA etc) and issues related with convergence of IT layer in organization.</li> <li>➤ Planning, Operation and Maintenance of all major data centers (Such as Mobile Data Centers, Broadband Data Centers, CDR Systems etc.)</li> <li>➤ Ensuring adequate security and disaster recovery capabilities for key IT Systems.</li> <li>➤ Assessing business impact of projects in terms of key metrics such as: <ul style="list-style-type: none"> <li>• Increase in revenue</li> <li>• Increase in service levels</li> <li>• Reduction in cost.</li> </ul> </li> <li>➤ Formulation of annual IT Budget.</li> <li>➤ Formulation of procurement policy for IT contents: <ul style="list-style-type: none"> <li>• Process to be followed</li> <li>• Items to be procured centrally at Head Office</li> <li>• Items to be procured at Circle level.</li> </ul> </li> <li>➤ Procurement of hardware and software distribution to Circles and other filed units.</li> <li>➤ Optional utilization of software Licenses in BSNL as commercial integration touch point.</li> <li>➤ Building mechanism for provisioning of day-to-day technical support to field offices including designing of internal SLAs and potentially setting-up a centralized IT helpdesk on issues such as: <ul style="list-style-type: none"> <li>• Hardware, Software, connectivity, Disaster recovery etc.</li> </ul> </li> <li>➤ Monitoring budget spend and implementation status of projects against prescribed targets.</li> <li>➤ Liaisoning with HR Section for adequate staffing and training for IT Sections.</li> <li>➤ Encouraging a performance oriented culture with emphasis on team building and mentorship.</li> <li>➤ Development of IT solutions synchronizing with Government plan of Digital India.</li> </ul>	