



## Vadodara Smart City Development Limited

Website: [vadodarasmartcity.in](http://vadodarasmartcity.in)

Vadodara Smart City Development Limited (VSCDL), Vadodara invites Walk in Interview for interested professionals/ candidates for filling up of following positions on fix term contract basis for the period of 03 years.

### Walk in Interview

Post	Senior Supervisor
No. of Post	01 (One)
Salary	Rs. 24,000 Fixed Per Month. Salary increment 10% yearly would be based on performance.
Educational Qualification & Experience	<ul style="list-style-type: none"><li>• Fulltime <b>BE/MCA/MSC from recognized institute with minimum 55% marks</b></li><li>• <b>Post Qualification Experience of at least 3 year</b> in IT/ITES Domain as technical</li><li>• Out of which, at least 1 year of experience at supervisory level in BPO/ITES/Call centre companies.</li><li>• Languages known Hindi, English, Gujarati</li><li>• Advanced computer skills with a proficiency in Microsoft Office products, specifically Word, Excel and PowerPoint are required.</li></ul>
Duties and responsibilities	<ul style="list-style-type: none"><li>• Supervise and provide oversight to CCC operators and Help Desk staff.</li><li>• Ensure the Command Center Operators are fully trained, skilled and proficient in all technologies required to execute their role in respective projects monitored through CCC.</li><li>• Coordinate calls for emergency services and assist project head with providing information and directions to operators</li><li>• Monitor local Access Control and CCTV feeds of CCC Building and report local incidents.</li><li>• Manage various ICCC systems &amp; platforms such as local access control system, CCTV system, Incident reporting platform (ICCC software and helpdesk system, ticketing system) and all other technologies deployed in the ICCC.</li><li>• Supervisory duties shall also include determining CCC and field personnel requirements, setting schedules and ensuring that those under their direction have adequate resources to complete their jobs.</li><li>• Make weekly operator work schedules and work shifts</li><li>• Ability to work in team and train the operators/ Help desk staff as per need of the ICCC.</li><li>• Ability to work varying shifts, weekends and holidays to support 24/7/365 coverage as necessary as per organization policy</li></ul>
Age	Not more than 35 years as on 26/09/2019

Interested & eligible candidates can attend the walk-in-interview with a detailed bio-data in prescribed format of VSCDL, original certificates along with their attested photocopies and a passport size photograph to the below address.

**Date :** 26/09/2019, Thursday

**Time:** 9:00 AM to 10:30 AM

**Place:** Sardar Patel Planetarium, Sayaji baug, Vadodara

Prescribed format is available on [http://vadodarasmartcity.in/](http://vadodarasmartcity.in) in Recruitment Section.

P.R.O.No.: 398/19-20

Chief Executive Officer