



RAILTEL CORPORATION OF INDIA LIMITED
(A Government of India Undertaking under Ministry of Railways)
Regd Office: 6th Floor, Tower-III, Delhi IT Park, Shastri Park, New Delhi -110053
Corporate Office: Plot no. 143, Sector-44, Gurgaon -122003
website: www.railtelindia.com, CIN: U64202DL2000GOI107905

Vacancy Notice No. RCIL/2014/P&A/14/1

Notice For Recruitments of Technical Personnels on Contract Basis

RailTel Corporation of India Limited is a Mini-Ratna (Category-I) Public Sector Undertaking under Government of India. It is the largest Neutral Telecom Infrastructure provider of India with a strong footprint in diverse fields of OFC based SDH and IP networks, Tower Co location, Retail Broadband (RailWire), Data Centre, Telepresence and many more. With a huge network of Optic Fiber Cable spread across the length and breadth of the country.

We are looking for dynamic professionals on contract basis in following positions, for which applications are invited from **Indian citizens**:

1. JOB POSITION/NUMBER OF VACANCIES/LOCATION:

Post-code	Job position	No. of posts	Location
H-4	District Manager	5	Any District in Haryana
H-5	'Help Desk Support Engineer L2/VC Engineer'/ 'District Technicians'	16	Any District in Haryana

Note: i) Number of vacancies and their locations are liable to change depending on the project requirement. (ii) Rules of reservation of posts for reserved community candidates would be applied to the extent possible as per govt. instructions of application of the scheme of reservation in work charged posts. (iii) The selections on the above posts are for projects in Haryana/ Chandigarh. No request from any candidate for his/her posting / transfer outside Haryana/Chandigarh will be entertained. However, RailTel reserves the right to utilize the services of any selected candidate at anyplace in India as per administrative exigencies.

2. Tenure of contract: The period of contract shall be upto **September, 2018** which may be extended further on mutual consent based on requirement. However, the contract may be terminated at any point of time depending on requirement of the project and performance of the contract employee, company or in administrative exigencies.

3. Last date of receipt of application:-10-06-2016 (18:00 hrs.) at the address given in para 9 below.

4. ESSENTIAL QUALIFICATIONS & OTHER ELIGIBILITY CRITERIA: The applicant should satisfy eligibility criteria regarding educational/professional qualifications, length of experience, Job Description/Key Responsibilities, Skills/Key Experience required etc as given in Annexure-I.

Notes: i) All the above-mentioned mandatory educational/professional qualifications should be from a recognized university/deemed university/autonomous institutes incorporated by an Act of Parliament or State Legislature in India or UGC Act or from Government approved/recognized institutions. ii) Experience gained after obtaining the minimum educational qualification prescribed for the post will be taken into consideration for ascertaining eligibility for the post. Period spent as apprentice which may be essential for obtaining the degree/diploma/certificate will not count towards experience for the purpose of recruitment.

ii) **Crucial date for determining eligibility with reference to length of post-qualification experience and others:** Applicants should possess the requisite length of post-qualification experience and should meet other eligibility criteria as on **01-07-2016**.

iii) For computing the length of experience (wherever prescribed) the experience in Central/State Govt./PSUs/Private sector together shall be taken into consideration.

5. Remuneration: The maximum Cost to Company (including allowances) / remunerations applicable to the posts are indicated in **Annexure-I**. Statutory deductions on account of EPF (Employees' share), Income Tax, Professional Tax, etc. shall be made from the gross salary. The remuneration for the post at postcode H-5 shall be negotiable and a higher salary may be considered depending upon educational qualification, length and nature of experience, last salary being drawn etc. of the candidate.

6. Scheme of Selection: Selection process involves written test of MCQ type and/or interview to be decided subsequently and medical examination.

6.1 Tentatively, the written examination will be held in Chandigarh on 26-06-2016 (Sunday). The results of the written test will be declared on the same evening on RailTel's website. The interviews of shortlisted candidates will be held on 27/28-06-2016 (Monday/Tuesday). Any change in the schedule will be displayed at RailTel's website. The candidates should keep checking RailTel's website (www.railtelindia.com) for updated position pertaining to this selection.

7. Service Bond: The selected candidates will have to execute a service bond, with "Surety", for an amount equal to three months' gross remuneration, to serve RailTel for a period upto September, 2018, from the date of their joining. In the event of one's failure to serve RailTel for the bond period, he/she will be required to deposit the bond amount forthwith.

8. **Resignation:** Three months advance notice shall be required before seeking resignation from RailTel. The notice period shall not absolve him of the bond liability mentioned at para 7 above or vice versa.

9. **HOW TO APPLY:** The candidates will have to apply in physical form in the prescribed application format available at **Annexure-II** of this vacancy notice and send their applications complete in all respect with all relevant self-attested documents/testimonials and application processing fee in the form of a **demand draft of Rs. 300/- (Rs. 150/- for SC/ST)** drawn in favour of **‘RailTel Corporation of India Limited’** payable at **‘Delhi’** by **post** to **Regional General Manager, RailTel Corporation of India Limited, 6th Floor, Tower-III, Delhi Technology Park, Shastri Park, Delhi -110053.** **The Vacancy Code and name of the post applied for should invariably be superscribed on the envelope as ‘Postcode.....; Name of Post.....** RailTel will not be responsible for non-receipt of their application or any postal delay in receipt thereof of any account whatsoever.

9.1 One envelope should contain only one application. The responsibility to establish eligibility for the post applied for with reference to all the prescribed eligibility conditions rests with the applicant. Applications which are not in proper format, without application fee, without indicating name of the post applied for on the application form or without proper/ sufficient documents pertaining to educational / professional qualifications/ length of experience etc. shall be summarily rejected without any correspondence with the applicant.

9.2 Candidates should apply for only one post as the process of selection for all the posts is to be held simultaneously.

9.3 Applications without the name of the post applied for indicated thereon are liable to be rejected summarily.

9.4 No application will be accepted through e-mail, fax etc.

9.5 **Candidate should keep a copy of his/her application with him for records before sending it to RailTel.**

10. **Other Instructions:**

a) **Issue of Admit Card for written examination/call letters for interview:** List of candidates provisionally eligible for written examination shall be displayed on RailTel’s website. Also, admit Card for written examination/Call Letters for interview shall be sent through e-mail. In case of non-receipt of call letter for written test/ interview, the provisionally eligible candidate should present himself / herself for written test/ interview with a copy of his/her self-attested application, one original identity proof (Aadhar card / driving license/ passport/ election I-card) alongwith one self-attested copy thereof and one self-attested recent photograph.

b) Candidates currently serving in Govt/Quasi Govt. offices/Public Sector Undertakings are required to seek prior permission from their employers to apply for any of the notified vacancies and shall have to submit “No Object Certificate” from their employer at the time of interview, failing which they shall not be allowed to appear in interviews and their candidatures shall be treated as cancelled.

c) On final selection for contractual appointment in RailTel, such a candidate, who has been working in Govt/PSU/private entity in any capacity, should produce the document conveying the acceptance of his/her resignation from service of his/her last employer. In the absence of such document, he shall not be allowed to join RailTel service.

d) The Admit Cards/Call Letters for written test and/or interview issued to the candidates shall be provisional. However, in case any ineligible candidate has been issued admit card and had appeared in the written examination or even called for the interview or allowed to join the RailTel, his/her candidature will automatically be treated as cancelled at any stage of this recruitment/contractual service in RailTel on grounds of his/her ineligibility. Therefore, before submitting the application, the candidate must ensure that he/she fulfills all the eligibility criteria as laid down in this vacancy notice. His/her candidature will be purely provisional subject to eligibility and other verifications before or after his/her contractual appointment in RailTel.

e) The decision of RailTel about the mode of selection/scheme of examination, number of vacancies, reservation of posts, eligibility conditions, shortlisting of candidates for written test/interview etc shall be final and binding. No correspondence will be entertained in this regard.

f) Applicants should note that contract appointment on any of the posts will not confer any lien and/or right on selected candidates for regularization of his/her services in RailTel or grant of any other benefit / compensation allowed to regular employees of RailTel.

11. Verification of documents: The candidate called for written test and/or interview shall be required to produce original documents relating to educational qualifications, experience, caste certificates etc for verification and also to submit self-attested photocopies thereof at the time of interview. Such documents shall be listed in the interview call letter. If the identity of the candidate is in doubt or he is not able to produce the requisite documents or there is mismatch of information in the documents or he/she is found ineligible for the post applied for or any other claim made in this application if found to be incorrect, he will not be allowed to appear in the interview and his/her candidature will be treated as cancelled.

12. SC/ST/OBC (Non-Creamy layer) Certificate:- Reservation of post for ST/ST/OBC will be as per Government of India for work charged posts. Candidates belonging to SC/ST/OBC (Non –Creamy Layer) category should submit an attested copy of Caste/Tribe/community certificate issued by the competent authority at the time of interview. The original certificate shall be produced for verification. Proforma of relevant certificate is available on RailTel’s

website under the link 'career'. Position of castes/ categories entitled for reservation of posts as on the last date of receipt of applications shall be applicable.

13. Travelling expenses: No traveling expenses will be paid to the candidates for appearing in written test and /or interview.

14. Application processing fee once received shall not be returned in any circumstances. No action will be taken on applications received after the last date of receipt of applications and neither the fee received with such applications nor the applications will be returned. No fee will be returned in case of applications not shortlisted for written examination/interview/selected nor shall it be kept in reserve for any further selection process in RailTel. No correspondence from such applicants and from ineligible candidates will be entertained regarding return of application processing fee.

15. Canvassing in any form will disqualify a candidate.

16. The process of examination/recruitment does not involve any correspondence by RailTel with candidate at any stage regarding deficiency in application/documents/payment of examination fee etc. It shall be responsibility of the candidate to satisfy himself/herself as to his/her fulfilling the eligibility criteria, and also to furnish correct, complete and desired information/documents etc. Applicant should attach self-attested photocopies of requisite documents with his/her application so as to substantiate his/her eligibility for the post beyond any doubt. No correspondence will be entertained from the candidates found ineligible or not shortlisted and thus not called for written test/interview or for their non-selection.

17. ACTION AGAINST MISCONDUCT:

i) Candidates are advised in their own interest that they should not furnish any documents/information that are false, tampered, fabricated, having overwriting, having correction marks and they should not suppress any material information while filling up application.

ii) At any stage of recruitment or later, if a candidate is or has been found guilty of any misconduct such as:

- a) Using unfair means during the examination; or
- b) Impersonating or procuring impersonation by any person; or
- c) Misbehaving in the examination hall or taking away question booklet/answer sheets from the examination hall; or
- d) Resorting to any irregular means in connection with his/her candidature during selection process; or
- e) Using undue influence for his/her candidature by any means; or

- f) Submitting of false certificate/documents/information or suppressing any information at any stage; or
- g) Giving wrong information regarding his/her category (SC/ST/OBC etc) while appearing in the examination or thereafter; or
- h) Writing irrelevant matter including obscene language or pornographic matter in the script(s); or
- i) Being in possession of mobile phone, pager, Bluetooth, headphone, earplug, laptop, ipad, other computing/communication devices etc;

Breach of any of above, in addition to rendering himself/herself liable to legal/criminal prosecution, will also become liable to be:

- a) Disqualified from the examination and/or
- b) Debarred either permanently or for a specified period from any examination/recruitment and/or
- c) Discharged/removed/dismissed from service, if the act of misconduct comes to notice after his/her appointment to the service of RailTel.

18. Applicants should note that some of the above posts may involve work of arduous nature, in shifts and also away from headquarters in field.

19. Mobile phone, pager, tablets, Bluetooth, headphone, earplugs, laptop, ipad and other computing/communication devices are not permitted inside the examination centre, if written examination is held. Candidates shall themselves be responsible for safe-keeping of such devices outside the examination centre.

20. After submitting the application, any request for change in address will not be entertained.

21. The decision of RailTel in all aspects pertaining to the application, its acceptance or rejection, conduct of examination/interview and at all consequent stages culminating in selection or otherwise of any candidate shall be final and binding on all concerned. RailTel reserves its right to alter/modify any condition laid down in this vacancy notice or any backend process for conduct of selection during its various stages as warranted by an unforeseen circumstances arising during the course of this process or as deemed necessary by RailTel at any stage.

22. **Documents to be attached with applications:** The candidate should attach the following documents with his/her application. However, more documents may be attached to establish eligibility for the post beyond any doubt.

- a) Matriculation Certificate (for age proof).
- b) Certificates and all mark-sheets in support of the required technical qualification.
- c) Certificates and all mark-sheet in support of higher technical/professional qualifications, if any.

- d) Certificates in proof of experience, clearly indicating the length and field of experience. (If an experience certificate is not available in case of any previous employer, the copies of offer of appointment alongwith first and last pay-slips shall be acceptable to ascertain the length of experience under that employer).
- e) Caste certificate (In case applicant belongs to SC/ ST/ OBC(non-creamy layer).
- f) Copy of the appointment letter in support of appointment to the post in the organization in which currently working along with valid Identity card/current pay slip issued by the company.
- g) Photo I.D. proof and address proof (Passport/Aadhar card/Driving License/PAN card/ Voter I. Card) issued by Central/State Govt.

23. **Information on website only:** Any corrigendum to this notice/further information/details regarding applications or applicants/any other information regarding schedule of written examination or interviews/call letters for interview/notices/results/panels shall be posted only on the official website of RailTel Corporation of India Limited (www.railtelindia.com) No publication in any other media will be made. Therefore, the candidates are advised to keep updating themselves by checking the official website or RailTel frequently. They should check 'careers' section in RailTel's website before proceeding for written test, interview etc., as the case may be, for last minutes updates.

(For educational qualifications/ experience/ CTC etc see next page).....

Annexure 'I'

Post code	Job-position/ Location	No. of positions	Mandatory Qualification(s)	Desirable Qualification(s)	Mandatory Experience (No. of years)	Job Description/ Key Responsibilities	Some of the desirable Skills / Experience required for the job (All are not mandatory)	Max. CTC / wages per annum (Rs/lacs)
4	District Manager Location: Any District in Haryana	5	3 year Engg. Diploma or BE/Btech in Electronics/ or Telecommunication/Electronics & Telecom/ computer science /	MSC/MCA/MBA	1 year or more	<p>The District Manager will be required to support various components of State Data Center and State Wide Area Network (SWAN) based in Chandigarh into multiple disciplines</p> <p>The SDC and SWAN comprises of components such as Core Switches, Core Routers, IPS, Firewall, Application Servers, Web Servers, MS Exchange, Unity Server, Gateway, Gatekeeper, Call Manager, Database Server, Storage, Tape Backup, NMS, VC Endpoints, MCU, Application Switch, Antivirus, Linux, Oracle, Redhat, UPS, Directory Server, Internet Routers, IP Switches, Load Balancer, EMS, BMS, Fire Suppression System, Vesda, Access Control and PA System.</p> <p>Provide hands-on support to our clients, Understand and Articulate responses and conduct closures done on tickets Exhibit, Monitor and Drive the Team towards excellence in Support, May entail onsite travel, Good Written and Oral communication skills, Job description Provide LI to our clients , Connect, Understand and Articulate responses and get closures done on tickets.</p> <ul style="list-style-type: none"> · Install, perform integration and provide support to all desktop based and server supported technology. · Coordinate with customers and perform troubleshoot to resolve all application issues and maintain relationships with vendors plus networking system. · Install, repair and upgrade all network and provide technical and onsite support. · Maintain quality of services and 	<ul style="list-style-type: none"> • Knowledge of Network Routers, Edge Routers, Field Engineer, Customer Support, Switch, LAN, WAN, Telecom, Wireless • communication skills; • analytical and problem solving skills. • Working knowledge of vendor products and technologies from Cisco, HP, Polycom • communications skills; professional presentation skills; • interpersonal and time management skills. • Knowledge/experience in Configuring & Trouble-shooting with Routers , Switches , Access points. • Working knowledge of ITIL framework and past experience of working in data center and WAN environment is preferred. • Networking.Experience in configuration, installation, and maintenance of Network products.CCNA, CCNP 	CTC Rs. 2.23 Lakh per annum

						<p>perform preventative maintenance.</p> <ul style="list-style-type: none"> · Manage new launched tools and software into product generating and promoting framework. · Provide backup to NOC and manage operating field groups via up-gradation. · Provide support and technical backup to protect ventilator. · Monitor and resolve and all customer trouble ticketing process as needs. · Resolve all complicated technical startup. · Provide support to all IT sectors on regional basis and ensure growth. · Document specific statements for overhauling causes of networking issues and evaluate same. · Analyze and identify data processing modes for overtaking problems in upgrading database. · Provide customer care service for all projects and for defined time period following completion of project. Track record of deploying & Troubleshooting. 		
5	<p>‘Help Desk support Engineer L2 / VC Engineer’ / ‘District Technicians’</p> <p>Location: Any District in Haryana</p>	16	2 year ITI Certificate from Govt. ITI in Electronics, Telecommunication	<p>BE Electronics/BSc Electronics; 3 year Engineering Diploma in Electronics, Telecommunication./ BCA</p> <p>Relevant IT qualifications to a tertiary level.</p> <p>ITIL Foundations Certification</p> <p>Microsoft Desktop Administration certification</p>	1-3 years	<p>2nd Level contact support. Complete understanding and wide application of technical principle, theories, and concepts. Deliver consistently high levels of customer service. Respond to and resolve customer requests, in relation to software, hardware and network operations difficulties by providing fast, efficient and friendly customer service. Consistent achievement of First Contact Resolution performance metric. Accurate documentation of interactions, incidents, and problems. Manage time and workload to meet predetermined service levels. Provides technical solutions to a wide range of difficult problems. Recommends corrections in technical applications and analysis. Maintain data accuracy in the relevant contact management system. Provide clients with problem reference numbers and request numbers. Understanding of various media sources</p>	<ul style="list-style-type: none"> • IT Service Desk experience Customer Orientation, Customer Support, Timely Decision Making, Technical Assistance. • Working knowledge of data and voice network concepts • Knowledge of Service Desk and Contact Center environment. • Knowledge in MS Office and other standard software. • knowledge of Active Directory to unlock and reset passwords. • knowledge and understanding of Service Desk software and hardware technologies. • knowledge of LAN/WAN Networking technologies and VC Conferencing • Ability to communicate at all levels, both technical and non-technical. • Time management skills. • effective communication, telephone and listening skills. • Ability to perform well as part of a team under direct supervision. 	CTC Rs. 1.06 Lakh per annum

					<p>that interface with the Service Centre. Support multiple clients through customer service</p> <p style="text-align: center;">OR</p> <p>Deploy, configure, and support network and server infrastructure in Point of Presence (POP) sites across many regions. Calculate and document equipment power requirements and work with Engineering, Facilities Operations, and/or equipment vendors to meet these requirements. Manage project guidelines to support network turn-up within expected completion intervals. Responsible for asset management of networking gear in nd POP sites. Proactively contribute to documentation, automation and processes as they evolve. Create network and server rack face elevations, floor plans, wiring diagrams, and detailed port maps for new deployments and documentation. Create statements of work for vendors at the POP sites. Document and follow RMA processes and procedures for all relevant vendors. Follow, improve, and implement POP best practices. Provide necessary escalations to higher support tier. Assist Project Manager, District Managers and Customer Support with technical operations, and work with internal departments to ensure customer satisfaction. Work closely with Network Engineering, Logistics, and equipment vendors as new equipment and technologies are integrated into the production network. Use internal tools and scripts to configure, monitor, and repair servers and network equipment. Detect and diagnose various error/failure conditions across an array of networking and VC products.</p>	<p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • understanding of network architecture and common issues related to wide area networks. • Knowledgeable in WAN practices (i.e. cable routing, calculating power usage, battery, UPS, Video Conferencing and cooling). • Experience with field-based work in POPs, carrier hotels, or Central Office environments. • Experience with Enterprise and Service Provider network hardware platforms and architectures including Cisco and Juniper routers/switches and Nexus data center switching platforms. • Certification such as CCNA, JNCIA, RHCT or equivalent experience preferred • Ability to capture and analyze traffic • understanding of Queue Management for tasks and incidents, vendor engagement and escalation and participation in ongoing POPs deployment projects. • Ability to analyze complex situations and utilize troubleshooting skills, systems and tools, and creative problem solving abilities under pressure. • Understanding of fiber-optic technology including cable types, connector types, optic types, patch panels, and optical transport technologies. • communication skills, should be able to work with carriers remotely • Strong attention to detail with time management and organization skills. • Working knowledge on ITIL framework.
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(For application form see next page).....

RailTel Corporation of India Ltd.

Annexure-I I



Before filling the application form candidates should read the detailed vacancy notice in 'careers' section at RailTel's website www.railtelindia.com.



Application for the post of

(Applications without the name of post applied for shall be rejected summarily)

1. Name in full (In Block letters) : _____
2. Father's Name : _____
3. Date of Birth (DD-MM-YYYY) : _____
4. Age as on 01.07.2016 : ____ years, ____ months, ____ days.
5. Category (Gen/SC/ST/OBC-NCL*) : _____
(*NCL – non-creamy layer)
6. Religion : _____
7. Correspondence Address : _____
(in BLOCK letters with PIN)

8. Contact Phone Numbers : _____
9. E-Mail Addresses (indicate clearly) : _____

Paste a **self attested** passport size photograph in this space

10. **Qualifications:** (Give information for Matriculation, +2 level and Technical qualifications only in chronological order)(May attach additional sheet, if space below is insufficient)

Exam Passed	Year of Passing	Name of Board / University	%age of marks obtained

11. **Works Experience** (after obtaining minimum qualification for the post will be taken into consideration for ascertaining eligibility). Indicate in chronological order (attach separate sheet, if required). May attach bio data additionally with details of experience, if desired by candidate)

Post	Name & full address of Employer	Period of work experience			Name of the Project(s) on which worked with brief nature of assignment
		From	To	Total Duration (in Yrs. & Months)	

12. Details about application / examination fee:

Demand Draft number: _____ Date: _____

Amount of Demand Draft: _____ Issuing bank _____

Signature of Candidate

Verification

I declare that I have read the detailed vacancy notice uploaded on RailTel's website very carefully. The information furnished above by me is true to the best of my knowledge and belief and than nothing material has been concealed. I understand that if it is found that I have concealed any information or have provided the wrong information may candidature is liable to be cancelled / service is liable to be terminated forthwith without any notice.

Place : _____

Date : _____

Signature of Candidate

Important: Documents to be attached with application:

- Self-attested copy of Matriculation Certificate (for age proof).
- Self-attested copies of Certificates in support of the required technical qualification.
- Self-attested copies of Certificates in support of higher technical/professional qualifications, if any.
- Certificates in proof of experience, clearly indicating the length and field of experience. (If an experience certificate is not available in case of any previous employer, the copies of offer of appointment alongwith first and last pay-slips shall be acceptable to ascertain the length of experience under that employer) **(Only the experience gained after obtaining the requisite diploma /degree will be taken into consideration. Period spent as apprentice which may be essential for obtaining the degree/diploma/certificate will not count towards experience for the purpose of recruitment).**
- Self-attested caste certificate (In case applicant belongs to SC/ ST/ OBC(non-creamy layer).
- Self-attested copy of the appointment letter in support of appointment to the post in the organization in which currently working along with valid Identity card/current pay slip issued by the company.
- Self-attested copy of Photo I.D. proof and address proof (Passport/Aadhar card/Driving License/PAN card/ Voter I. Card) issued by Central/State Govt.
- Demand draft of appropriate value.