Work allocation within the Department and subsequent changes:

The following office orders contain the detailed job descriptions for the supervisory and functional positions of the IT department.

   (i)   IRDA/ADMIN/ORD/PER/098/05/2013 dated 17th May 2015 – Job Descriptions of Supervisory positions
   (ii)   IRDA/ADMIN/ORD/PER/183/08/2012 dated 2nd Aug 2012 – Job Descriptions of Functional positions.

Job description of Functional positions (as per the Office order Ref IRDA/ADMN/ORD/PER/183/08/2012 dated 02/08/2012)

Network Management:

1. Maintain IRDAs Website and its backup.
2. Contract renewals, payments and Co-ordination with ISPs.
3. Implementation of IT policy for IRDA and handling IT Committee matters
4. Network management and Security of the Network including Firewall, Proxy and Anti-virus
5. Database and Systems Administration activities including backup & restoration of all centralized databases.
6. Managing all type leased lines (MPLS, Point-to-Point, Internet) and Broadband connections (including Mobile broad band connection), related Vendor management and payments.
7. Maintaining of all important databases & source code backups
8. Maintenance of IRDA Messaging System & Vendor co-ordination and payments.
9. Basic Administration including creation of users, management of SAP servers, checking for backup, restoration of backup and SAN Administration.
10. Maintaining respective files and documents, movements of files through RNI and ongoing status updating in RNI.
11. Any other work assigned time-to-time by Supervisory Officer/HOD.

Procurement:

1. Procurement of all IT related equipments, softwares and printer cartridges including issue of purchase orders, vendor management and payments.
2. Maintenance of inventory of all deployed software including the media and equipment, software license database, spare parts inventory, and maintenance history log of all IRDA IT equipment.
3. Annual maintenance contracts & renewals for all hardware and packaged softwares

4. Insuring all IT related equipments & handling the claims
5. Manage Help desk and Tech. Support.
6. RTI queries related to all functions of IT Department.
7. Procurement matters of IIB
8. Hardware, Software procurement and support to Delhi office.
9. Prepare, implement and maintenance of IT policies governing the user and protection of IRDA IT resources.
10. Provide support for Home office equipments.
11. All movement of files / RNI from IT Department.
12. Maintaining respective files and documents, movement of files through RNI and ongoing status updating in RNI.
13. Any other work assigned time-to-time by Supervisory Officer/HOD.

Custom Development:

1. Development of Intranet Applications
2. Maintenance of Intranet and its backup.
3. Maintenance and provide application support for the following custom developed applications and hosted in-house.
    a. RNI System
    b. Circular numbering system
    c. Biometric attendance system, related issues and maintenance of its backup
    d. Consumer affairs department internal application(CADIA)
    e. ATI database
    f. Referral database
    g. Broker's online portal etc
4. Related vendor management, payments, handling change request and user training etc.
5. Technical assistance for evaluating online agents training institute/Web aggregator
6. All new custom developments initiated by departments where hosted on IRDA server.
7. Technical advisory & development assistance to all departments
8. Maintaining respective files and documents, movement of files through RNI and ongoing status updating in RNI
9. Any other work assigned time-to-time by Supervisory Officer/HOD .

ERP:

1. Project management(SAP-ERP)
2. Work closely with the SAP development team during design, testing. test data preparation, collection and implementation phases.
3. Implementation of SAP-ERP, Provide user training and support.
4. Technical training to users
5. Annual maintenance of SAP application.
6. Related vendor management and payments
7. All ERP applications & development including integration of databases and enhancements
8. Maintaining respective files and documents, movement of files through RNI and ongoing status updating in RNI
9. Any other work assigned time-to-time by Supervisory officer/HOD.

BAP and New initiatives:

1. Management and implementation of Business Analytics project.
2. Work closely with the BAP development team and departments during design, testing, test data preparation, collection and implementation phases.
3. Related vendor management and payments
4. Management and support of the following external applications
   a. Integrated Grievances Management system(IGMS)
   b. Product Comparator(Life)
   c. Integrated Agency Licensing Portal and Online examination issues.
   d. Product Comparator(Non-Life)
   e. IGCC
   f. ETASS
   g. Insurance Repository etc
5. New initiatives
6. Conducting requirement analysis, feasibility study, prepare RFPs, finalization software vendor and agreements.
7. Maintaining respective files and documents, movement of files through RNI and ongoing status updating in RNI
8. Any other work assigned time-to-time by Supervisory Officer/HOD.

Hardware and Support:

1. Supervision, guidance and management of activities relating to the functional positions of Network management and procurement.
2. Supervision and Management of IRDA's website including updation process.
3. Preparation and processing of discussion papers on IT related policies from time-to-time.
4. Review of IT related policies and processing for improvement of the same on a continual basis.
5. Issue of guidelines for implementation of IT related policies of the Authority
6. Complete familiarity with hardware, network operating system, Desktop operating system & softwares, Network management, security of the network including firewall, proxy, anti-virus and oversee maintenance thereto
7. Oversee Network administration and help desk management
8. Contract management of all hardware and support activities including maintenance of regular contact with vendors for easy resolving. Market intelligence of various products of use to the Authority.
9. Managing entire procurement process as per procedures including preparation of agenda items, minutes on issues related to IT committee/procurement committees.
10. Establish procedure for preventive maintenance and management of preventive maintenance activities.
11. Oversee the maintenance of an up-to-date inventory of all deployed software and IT equipments, software license database, spare parts inventory, and maintenance history of log for all IRDA IT equipments supported by IT department.
12. Ensure backup of all central databases and applications
13. Supervise maintenance of respective files and documents, movements of files through RNI and ongoing status in RNI.
14. Any other work assigned by HOD /Superior officer.

Internal Applications:

1. Supervision, guidance and management of activities relating to the functional positions of custom development & ERP.
2. Responsible for automation of internal processes of various departments of Authority other than activities being automated under BAP

3. Establish procedures for custom development activities taken up at various departments.
4. Oversee the custom development activities and ensure implementation of the same in respect of those activities taken up by IT Department and provide support where taken up by different departments.
5. Contract management of all software products and services including maintenance of regular contract with vendors for easy resolving
6. Management of change requests for various custom developed activities & ERP
7. Ensure maintenance of backups of all custom developed applications, databases and their source codes.
8. Managing entire tendering process for custom development activities as per procedure including preparation of agenda items, minutes on issues related to IT committee/procurement committees.
9. Preparation of concept and discussion papers on usage of IT in internal processes of Authority.
10. Supervise maintaining respective files and documents, movement of files through RNI and on-going status updating in RNI
11. Any other work assigned by HOD/Superior officer.

External Applications:

1. Supervision, guidance and management of activities relating to the functional positions of BAP and New initiatives.
2. Responsible for selection of implementing agency for all new IT initiatives right from requirement gathering, feasibility study, preparation of RFP, tendering etc till signing of contract.
3. Responsible for implementation of Business Analytics project and all new IT initiatives.
4. Contract management of all IT projects and support activities including maintenance of regular contact with vendors for easy resolving. Market intelligence of various IT developments of use to the Authority.
5. Managing entire tendering process as per procedure including preparation of agenda items, minutes on issues related to IT committee/procurement committees.
6. Co-ordination with user departments on BAP and new initiatives.
7. Preparation of concept and discussion papers for new IT initiatives in various segments for application in insurance industry.
8. IT support to above like activities initiated by the functional departments.
9. Maintaining respective files and documents, movement of files through RNI and on-going status updating in RNI
10. Any other work assigned by HOD /Superior officer.