

JOB RESPONSIBILITIES OF TECHNICAL SUPPORT PROFESSIONALS

1. TSPs-Technical Support Professionals will be posted in each of State Commission to support the State Commission staff for the smooth functioning of the Confonet Scheme Phase III. They will work under the overall guidance of Nodal Officer of concerned State Commission in close coordination with the NIC. The Nodal Officer will maintain their attendance register and assign and monitor their day-to-day works related to the Confonet Project.
2. The TSPs will provide training to the State Commission staff w.r.t. data preparation/entry in the Confonet online CMS application. They should know entire workflow of the Confonet Online CMS Application. After hiring TSPs, training will be organized by the NIC on Confonet application. The uploading of Cause Lists, Judgments etc. and use of email accounts will also be explained in the e-learning sessions. They may attend subsequent e-learning sessions also for further clarifications, if required. In the State, TSP will work as a link between NIC State Coordinator and the State Commission. For the online CMS related problems and other statue reports required from the District Consumer forums, he will work as a link between the operational staff and NIC Technical support team at NIC Hqrs. New Delhi.
3. They will assist the State Commission staff in maintaining inventory, up-keeping of ICT infrastructure such as Desktops, Software, UPS, Printers, LAN, etc. including new installations. They will also interact with the vendor if any hardware problem/ defect are reported and will keep its record.
4. For Local technical guidance if required, they may seek guidance of the NIC State Coordinator in their State. For any problem related to ONLINE CMS application workflow, they may contact the Technical support team at NIC Hqrs. New Delhi.
5. At the end of month, attendance sheet mentioning name of the TSP, posting Location, number of leaves taken during the month and their performance (Satisfactory/not satisfactory) need to be prepared by them and get it signed by the nodal officer. After getting it signed with office stamp, they will send it to the vendor. They will also send a copy of attendance sheet alongwith consolidated attendance list of Operational Staffs to the NIC State Coordinator and at NIC Hqrs. New Delhi for information.
6. TSPs will assist the State Commissions ensuring regular use of email accounts created by the NIC exclusively for the Confonet Project.

7. TSPs will assist the State Commission to prepare/ upload monthly/ quarterly status reports as and when required by the NCDRC and the Department of Consumer Affairs.
8. TSPs will perform other technical duties as and when assigned by the State Commission.