

ESTABLISHMENT OF CITIZEN FACILITATION CENTERS in KHYBER PAKHTUNKHWA

Sr. No.	Position Title, Scale & Max Age	BPS	Age	Qualification & Experience	Skills and Responsibilities
1	Project Director	19	50	Minimum 16 Years of Education with a Degree in MPA/Management/ Project Management/ IT/CS/ICT or relevant. At least 10 years of overall experience with minimum 05 years experience in leading roles in developmental projects. Preference will be given to PMP certified candidate.	1. Responsible for implementation of the project in all technical, administrative and financial matters and overall delivery of the project in timely manner. 2. Ensuring that optimal quality/standard are maintained by each corresponding roles. 3. Taking decisions over phase wise strategic implementation of project. 4. Ensuring that the strategy/deliverables are free from any constraints and Government rules and regulations are being followed throughout the program. 5. Responsible for smooth execution of the project and resolve the issues faced during project implementation. 6. Responsible for any revisions in the PC-1 or changing operational model in future. 7. Must have strong Administrative, project management, coordination, presentation and communication skills. 8. Must have strong leadership qualities. 9. Strong analytical and problem solving skills
2	Manager Administration, Finance & Procurement	18	45	Minimum 16 Years of Education with a Degree in Management/Finance/ Project Management or relevant. At least 07 years of overall experience with minimum 04 years experience in administration, procurement and financial management, preferably in public sector	1. Responsible for execution of the activities related to Administration, procurement and contracts management. 2. Coordinate with Districts Administration, Government Departments and Private building owners for identification and acquisition of suitable sites for establishment of CFCs across the province. 3. Ensure the commissioning of CFCs as per the business requirement. 4. Must have strong Administrative, project management, coordination and communication skills. 5. Must have strong leadership qualities 6. Strong analytical and problem solving skills
3	Manager Services Operations	18	45	Minimum 16 Years of Education with a Degree in Management/IT/CS/ICT or relevant. At least 07 years of overall experience with minimum 04 years experience in management and operations	1. Responsible for smooth execution and management of Services Delivery in respective CFCs across Khyber Pakhtunkhwa. 2. Coordinate with the stakeholders Services Delivery Government Departments, Attached formations, Districts Administration/Deputy Commissioner offices, Autonomous and Semi-Autonomous Bodies, etc. for devolving and delivery of their respective citizens facing services in the CFCs across the province. 3. Ensure the overall operations of CFCs as per the business requirement. 4. Must have strong Administrative, managerial, coordination and communication skills. 5. Must have strong leadership qualities 6. Strong analytical and problem solving skills
4	Manager Technical	18	45	Minimum 16 Years of Education with a Degree in IT/CS/Software Engg/ICT or relevant field. At least 07 years of hands on experience in software development with minimum 04 years experience in managing or leading the technical teams	1. Responsible for the design, development, deployment, implementation, customization and maintenance of all the software assets, portals, CRM, call center services, sms services, licenses, etc. required for the effective and smooth delivery and operations of the project. 2. Automation, Integration and scalability of the services. 3. Look after the overall ICT infrastructure installed in CFCs across the province. 4. Coordinate with the stakeholders Services Delivery Government Departments, Attached formations, Districts Administration/Deputy Commissioner offices, Autonomous and Semi-Autonomous Bodies, etc. for defining and Business Process review of the of their respective citizens facing services in the CFCs across the province. 5. Must have strong software development experience and know-how of updated technologies.
5	Services Operations Officer	17	45	Minimum 16 Years of Education with a Degree in Management/IT/CS/Software Engg/ICT or relevant field. At least 05 years of overall experience with minimum 04 years experience in management and operations	1. Assist the Manager Services Operation in smooth execution and management of Services Delivery in respective CFCs across Khyber Pakhtunkhwa. 2. Assist the Manager Services Operation in coordinating with the stakeholders Services Delivery Government Departments, Attached formations, Districts Administration/Deputy Commissioner offices, Autonomous and Semi-Autonomous Bodies, etc. for devolving and delivery of their respective citizens facing services in the CFCs across the province. 3. Assist the Manager Services Operation in overall operations of CFCs as per the business requirement. 4. Must have strong computer, coordination and communication skills.
6	Database Development & Administration Officer	17	40	Minimum 16 Years of Education with a Degree in IT/CS/Software Engg/ICT or relevant field. At least 05 years of relevant hands on experience	1. Reporting to the Manager Technical and responsible for the design, development, administration and customization of database required for the online services, software and portals of the project. 2. Must have strong knowledge of database management systems.
7	Manager Civil Works / Infrastructure	18	45	Minimum 16 Years of Education with a Degree in Civil Engg with valid PEC registration and sound technical background. At least 07 years of relevant proven track record of working for reputable national/international organizations.	1. Reporting to the Manager Administration, Finance & Procurement and responsible for Structural and Architectural designs, BoQs, RFPs for the renovation, interior and furnishing of the CFCs through the consultants. 2. Responsible for renovation, interior and furnishing of the CFCs as per the Structural and Architectural designs through the contractors. 3. Perform such other tasks as assigned by the Project Director and as may become necessary.
8	Web Developer	17	40	Degree in Computer Science/IT or any other relevant field (at least 16 years of education) with 4 years of relevant web development experience in public or private sector.	1. Integration, maintenance, upgradation and customization of the portals, CRM, and web platform. 2. Assist the Manager Technical and Senior Computer programmer in the technical tasks. 3. Having sound hands on experience in web development.
9	Mobile Application Developer	17	40	Degree in Computer Science/IT or any other relevant field (at least 16 years of education) with 4 years of mobile application development experience in public or private sector	1. Integration, maintenance, upgradation and customization of the mobile application platforms. 2. Assist the Manager Technical and Senior Computer programmer in the technical tasks. 3. Having sound hands on experience in mobile application development.
10	Monitoring and Evaluation Officer	17	40	Minimum 16 years of education with a Degree in Management/ Project Management/ ICT or relevant field. At least 05 years of relevant qualification experience in a public or private sector organization.	1. Responsible for monitoring and evaluation of both development and operations of the project. 2. To identify future opportunities on inclusion of new services and defining service protocols which are best in citizen's favor. 3. Impact analysis of the project 4. Periodic visits to the Citizens Facilitation Centers 5. Coordinated in the design, development and utilization of results based monitoring and evaluations strategies and systems for the program 6. Prepare monitoring and evaluations plans and ensure their implementation at all levels 7. Review and analyze information collected through the monitoring process and identify any need for changes 8. Develop case studies to capture qualitative outputs of the project. 9. Provided quality documentation of lessons learned and best practices relating to project. 10. Generated quality monitoring and project progress reports according to established criteria and schedules.
11	Administration & Procurement Officer	17	40	Minimum 16 years of education with a Degree in Management or relevant field. At least 05 years of relevant qualification experience in a public or private sector organization.	1. Responsible for routine activities/ administrative issues. 2. To look after the Administration and Procurement related activities of the project. 3. Prepare tenders, SBDs and carry out the procurement processes. 4. Coordinate with third party vendors to supply the procured items in time. 5. Organize a filing system for important and confidential company documents. 6. Distribute and store correspondence (e.g. letters, emails and packages). 7. Maintenance the office management and filing system. 8. Maintaining a database of pre-qualified vendors / contractors along with a general list of potential vendors / suppliers/contractors. 9. Ensuring timely supply of goods and services to ensure smooth service delivery. 10. Responsible for pre-delivery inspection of goods in consultation with the concerned project section. 11. Any other task assigned by the Senior Management 12. Must have strong administrative and coordination skills.
12	Finance and Accounts Officer	17	40	Minimum 16 years of education with a Degree in Commerce/ Finance/ Accounting or equivalent. At least 05 years of relevant qualification experience in a public or private sector organization.	1. Responsible for routine financial activities. 2. Make appropriate financial plan and assist higher management to in execution of financial plan. 3. Make analyze financial requirement and prepare funds request accordingly. 4. Maintain record of payments made. 5. Monitor cash flows and predict future trends. 6. Process salaries, payments, etc. Liaising with auditors to ensure annual monitoring is carried out. 7. To perform duties as assigned and required. 8. Develop financial management mechanisms that minimize financial risk. 9. Responsible for sound financial management procedures 10. To ensure appropriate continuous arrangement in place for smooth processing, approval and payments of bills for procurement of goods, works and services for the project. 11. Maintaining requisites files, registers, records and books, following internal control and safeguard measures.
13	HR Officer	17	40	Minimum 16 years of education with a Degree in Management/ HRM/ or relevant. At least 05 years of relevant qualification experience in a public or private sector organization.	1. Assist management to maintain the work structure by updating job requirements and job descriptions for all positions. 2. Maintain organization staff by establishing a recruiting, testing, and interviewing program. 3. Prepares employees for assignments by establishing and conducting orientation and training programs. 4. Maintain historical human resource records by designing a filing and retrieval system; keeping past and current records. 5. To perform duties as assigned and required.
14	ICT Infrastructure Officer	17	40	Degree in Computer Science/ Information Technology/ Software Engineering/ Telecommunications Engineering/Electrical Engineering (Communications) or equivalent degree (at least 16 years of education. Certification in CCNP/MCSE will be proffered least 04 years of relevant qualification experience in a public or private sector organization.	1. Operation of the computers and the network, supervision of lab equipment and facilities, keeping records of equipment and lab supplies, and maintaining the security of the lab. 2. Provides support to IT systems including day-to-day operations, monitoring and problem resolution for all of the client/server/storage/network devices, mobile devices, etc. 3. Manages IT system infrastructure and any processes related to these systems. 4. Configures and manages Virtual storage environments; Linux and Windows operating systems; installs/loads operating system software, troubleshoots, maintains integrity; and configures virtual, storage and network components along with implementing operating systems enhancements to improve reliability and performance. 5. Performs all critical data backups and secures data according to established procedures.
15	Civil Infrastructure Officer (Architect)	17	40	16 years of education with a Degree in Architecture or relevant field. At least 03 years of relevant qualification experience in a public or private sector organization. Registration with PCATP.	1. Assist in Architectural designs, BoQs, RFPs for the renovation, interior and furnishing of the CFCs through the consultants. 2. Assist in renovation, interior and furnishing of the CFCs as per the Structural and Architectural designs through the contractors. 3. Perform such other tasks as assigned by the Seniors.
16	Administration & Procurement Assistant	16	40	Minimum 16 years of education with a Degree in Management or relevant field. At least 03 years of relevant qualification experience in a public or private sector organization.	1. Assist Administration & Procurement Officer in administration and procurement related activities of the project 2. Perform such other tasks as assigned by the Seniors.
17	Finance and Accounts Assistant	16	40	Minimum 16 years of education with a Degree in Commerce/ Finance/ Accounting or equivalent. At least 03 years of relevant qualification experience in a public or private sector organization.	1. Assist Finance & Account Officer in finance and account related activities of the project 2. Perform such other tasks as assigned by the Seniors.
18	Data Entry Operators	11	40	Intermediate with at least 03 months Computer/Typing/IT/MS office course training with 01 year of relevant experience	As per the job relevant task assigned
19	Record Keeper	11	45	At least 12 years of education with 2 years experience in public or private sector organization	Responsible for the various typical tasks of the office, such as: documents filing and record keeping and retrieving
20	Drivers	6	35	Matric Pass with valid Driving License	
21	Office Boy/Support Staff	3	35	Primary Pass	Performing duties as support staff, dispatching documents, photocopying, serving Tea etc.
22	Security Guards	3	45	Primary Pass	
23	Sweeper	3	35	Primary Pass	