Job Title: Software Engineering Manager – DOCE Project

Location: Kolkata

Type: Full-time

Reports to: Project Lead

Overview:

We are seeking a **Software Engineering Manager** to collaborate closely with our development team on the management of a social media and news monitoring tool designed for a government outreach program. This role is vital in monitoring the execution of project milestones, providing insights and updates to higher leadership . You will engage with internal leadership, and key stakeholders to ensure that project goals are met effectively.

Key Responsibilities:

- **Support Project Leadership & Execution:**

  - Assist in managing the development lifecycle of the MarTech platform, contributing to the timely delivery of project milestones.

  - Collaborate with internal leadership and clients to gather project requirements and ensure alignment with strategic goals.

  - Provide regular updates to senior management, highlighting progress, risks, and suggested mitigation strategies.

- **Data Collection & Integration:**

  - Support the design and implementation of data aggregation systems from social media, news portals, and government sources, assisting in configuring Social Media & News Listening and Monitoring Tools.

  - Help manage databases and digital platforms for efficient data handling.

  - Contribute to ensuring secure, reliable, and scalable data pipelines while maintaining data integrity.

- **Sentiment Analysis & Automation:**

  - Assist in the implementation of sentiment analysis models to categorize data into negative, neutral, or positive classifications.

  - Contribute to developing automated workflows that route negative sentiment data to relevant departments and government officers, while also implementing automated responses based on predefined Standard Operating Procedures (SOPs) for neutral and positive sentiment data.

- **Dashboard, Web Portals, & War Room Applications:**

  - Support the design and development of a grievance dashboard for government officers, ensuring a user-friendly interface that allows for tracking, managing, and resolving citizen complaints with real-time updates and actionable insights.

  - Collaborate in maintaining web-based portals and applications, including War Room Applications, ensuring they are intuitive and efficient.

- **Operational Excellence:**

  - Help ensure the smooth operation of all technical aspects within the Government Unit, supporting the management of software, hardware, and network infrastructure.

  - Contribute to establishing rigorous testing and validation processes to uphold high-quality software output and operational efficiency.

  - Assist in maintaining compliance with data security standards and addressing any vulnerabilities promptly.

- **People Management & Team Development:**

  - Work closely with a team of developers, contributing to a collaborative and positive work environment.

  - Participate in performance evaluations and provide constructive feedback as part of the team development process.

  - Foster a culture of continuous learning and professional development within the team.

- **Technical Support & Maintenance:**

  - Provide technical support and troubleshooting assistance for all digital operations, helping to minimize downtime and ensure seamless performance.

  - Respond to and assist in resolving technical issues efficiently, maintaining system reliability.

- **Analytics & Reporting:**

  - Perform analytics and generate reports from social data to inform strategic decisions and improve government engagement strategies.

  - Use insights from data analysis to optimize the performance of outreach efforts and report key findings to stakeholders.

- **Interpersonal & Communication Skills:**

  - Engage with high-profile stakeholders, including government officers, ministers,

and clients, ensuring their needs and feedback are understood and addressed.

- ○ Communicate complex technical concepts in a clear and concise manner to non-technical audiences.

- ○ Build and maintain strong working relationships with both internal teams and external partners.

- **Stakeholder Engagement & Reporting:**

  - ○ Regularly update key stakeholders on project status, addressing concerns proactively and ensuring transparency.

  - ○ Act as a liaison between the technical team and government representatives, facilitating smooth communication and collaboration.

  - ○ Attend meetings with government officials and present technical updates or project outcomes effectively.

Qualifications:

- **Experience:** 6+ years in software development, with at least 2 years in a leadership role involving people management.

- **Technical Expertise:**

  - Proven experience leading development teams and delivering successful software projects.

  - Proficient understanding of multiple programming languages such as Java, C#, Python or similar.

  - Strong understanding of software development life cycle (SDLC) methodologies

  - Understanding of scaled agile technical delivery, technical operations or technical solutions architecture.

  - Proficient understanding of version control systems, CI/CD pipelines, and DevOps practices.

  - Familiarity with cloud platforms, such as Azure, and modern application architectures (microservices, RESTful APIs, etc.).

  - Excellent communication and interpersonal skills, with the ability to motivate and inspire a team.

  - Strong problem-solving skills with the ability to navigate complex technical challenges.

  - Ability to manage multiple streams of work simultaneously and prioritize tasks effectively.

  - Strong decision-making skills, with the ability to balance technical and business considerations..

- **People Management**: Proven ability to lead and motivate a team, providing guidance and resolving conflicts.

- **Interpersonal Skills**: Excellent communication and relationship-building skills, capable of engaging effectively with high-profile stakeholders.

- **Education**: Bachelor's degree in Computer Science, Engineering, or related field.

- **Soft Skills**: Strong analytical thinking, proactive problem-solving, and effective project management.

Get in touch:

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