

## Job Description

### Chief Technology Officer (CTO)

- **Organization:** Quality Council of India (QCI)
- **Location:** New Delhi, India
- **Reporting to:** Secretary-General, QCI
- **Nature of Position:** Senior Professional
- **Period of Engagement:** Initially on a contract of 2 years (may be renewed based on performance)

#### **About QCI**

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The Quality Council of India (QCI) is the national accreditation body for India. Driven by the mission to bring Quality to the each and every pin code, QCI operates through constituent Boards such as National Accreditation Board for Testing and Calibration Laboratories, National Accreditation Board for Hospitals and Healthcare Providers, National Accreditation Board for Education and Training, National Board for Quality Promotion and National Accreditation Board for Certification Bodies and Divisions such as Project Planning & Implementation Division, Project Analysis and Documentation Division, National Division for Industry Excellence and Strategy and Policy Division.

As India accelerates towards a digital economy, QCI is transitioning from legacy certification models to a Digital Trust Infrastructure. The CTO will lead high-impact national initiatives ensuring quality reaches the grassroots and brings about tangible, measurable changes for all stakeholders of QCI and the general public at large.

#### **Position Summary**

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The Chief Technology Officer (CTO) at QCI is a senior executive leader responsible for shaping, governing, and executing QCI's technology vision. The role requires exceptional stakeholder management, commercial acumen, and the ability to translate diverse business needs into unified, technology-enabled outcomes.

The CTO will lead QCI's IT Team, working across Boards and Divisions, aligning technology initiatives with government and stakeholders, and overseeing external vendors to ensure cost-efficient, secure, and high-quality service delivery. Integrity, transparency, and the courage to provide candid counsel are **non-negotiable attributes** for success in this role.

#### **Key Responsibilities**

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##### **1. Technology Leadership**

- a. Lead, mentor, and develop a high-performing Technology/IT Cell team with cross-functional expertise
- b. Develop and implement a long-term, enterprise-wide technology roadmap aligned with QCI's national quality mission
- c. Serve as the principal technology advisor to QCI
- d. Evaluate emerging technologies (*AI, advanced analytics, blockchain, digital platforms*) for their application in QCI's accreditation, assessment, and monitoring programs

##### **2. Stakeholder Engagement & Collaboration**

- a. Act as a strategic partner to QCI leadership, understanding their unique needs while promoting shared platforms and services
- b. Engage with senior government stakeholders to ensure alignment with national policy priorities
- c. Collaborate with industry associations to keep QCI's digital offerings relevant and impactful
- d. Translate complex technical issues into business solutions for decision-makers

### **3. Vendor Management & Commercial Governance**

- a.** Lead procurement, vendor selection, contract negotiation, SLA enforcement, and performance reviews
- b.** Establish a robust governance framework for outsourced technology development, IT services, ensuring accountability, transparency, and measurable value delivery
- c.** Establish long-term partnerships with relevant technology and platform companies
- d.** Oversee the technology budget with a focus on fiscal prudence, cost optimisation, and accurate forecasting

### **4. Governance, Risk & Compliance**

- a.** Build and institutionalize enterprise-wide IT governance policies covering cybersecurity, data governance, disaster recovery, and compliance with national/international standards
- b.** Identify and mitigate technology risks across QCI's ecosystem
- c.** Safeguard data integrity, privacy, and system reliability across all Boards and divisions

### **5. Operational Oversight**

- a.** Provide oversight of outsourced IT infrastructure and services to ensure scalability, security, and uptime
- b.** Implement continuous improvement practices for IT service delivery and vendor accountability
- c.** Ensure alignment of IT services with QCI's internal quality principles

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#### **Candidate Profile**

### **1. Qualifications & Experience**

- a.** Bachelor's degree in Engineering, IT, or related discipline
- b.** Minimum 5 to 15 years of progressive IT experience across product, technology, and platform leadership roles, driving large-scale digital products and data-led systems
- c.** Proven success in managing large-scale IT environment and enterprise applications
- d.** Good experience in managing including procurement, SLA management, and contract negotiations
- e.** Strong exposure to IT budget planning, financial governance, ROI-driven prioritization, and board / leadership-level business justification for technology investments
- f.** Experience of delivering IT projects with/for government agencies at the state or national scale preferred

### **2. Leadership Competencies & Personal Attributes**

- a. Stakeholder Management:** Ability to balance diverse needs of internal Boards, government ministries, and industry partners.
- b. Integrity & Courage:** Unwavering honesty; ability to clearly state what is feasible and what is not.
- c. Commercial Acumen:** Strong understanding of IT costing, vendor negotiations, and value delivery.
- d. Collaborative Influence:** Skilled at building consensus across organizational silos without direct authority.
- e. Communication:** Excellent ability to explain technical issues to non-technical leaders and vice versa.
- f. Governance Orientation:** Public Sector focus and commitment to structured processes and risk-aware decision-making.

### **3. Remuneration (professional fee)**

- a.** Rs. 40 to 60 Lakhs per annum