

Role Document - Lab Operations		
ROLE HOLDER REQUIREMENTS	Minimum Qualification	M.Tech/MBA from a reputed insititute
	Experience	Minimum 1- 3 years of post qualification work experience in which atleast 1 - 2 years of academic labs handling experience. Handling lab tutorials/lab administrations in any university/college. Universities, Educational Instiutions, EdTech Training Companies, Test Prep / Assessment Companies, Skill Development Companies.
KNOWLEDGE & SKILLS	Technical Knowledge	Project Management & Proficient at Microsoft Office. MIS record for lab and its operations, Equipment maintenance and upkeep, Inventory maintenance, Lab safety, Cloud management for virtual labs
	Behavioral Competencies	Adaptability to changing technology and knowledge, Gain insights quickly, Team handling and managing, Multi Tasking Abilities, Analytical Skills, Problem Solving Skills, Time Management Skills, Attention to Detail, and Result Orientation.
PURPOSE	<p>To manage the Overall Student Support Services for all programmes offered by BITS Pilani WILP Division</p> <p>To handle key projects & strategic deployments including digital transformation, process re engineering & continous improvement</p> <p>To support the on-going projects in student support, examinations, communciations etc & showcase progress through JIRA project management tool</p> <p>Daily Operations Management and Logistics Support for Non-Specific & Post Graduate Certificate programmes offered by BITS Pilani WILP Division</p>	
KEY RESPONSIBILITIES	AREAS OF RESPONSIBILITY (Key Activities)	
	Experiential learning Labs	
	Lab Operations: Support the Associate Dean & the faculty in smooth running of WILP labs and overseeing Lab Operations Supporting Instructors & Visiting Faculty in resolving issues related to their Lab Operations	
	Schedule of labs: Slot booking/Instructions/Orientation/ Access to Faculties/Portal Configuration and Wokload Calculations	
	1	Asset Maintenance: Inventory management of lab assets, purchase and Approvals
	Student Service Help Desk Operations	
	2	Lab help and SPOC for sudent queries, Routing respective querieries to respective faculties, Streamline all lab components for evaluation
Specific programmes		
3	MIS REPORTS ON DAILY BASIS, Presentations and daily report on NSP and Specific labs, reporting to HODs for lab followup	
OBJECTIVES Top KRAs / KPIs across all activities	Timely completion of projects , schedule and completions of lab components till the assessment is done, Project Schedule Adherence and Completion, Student Satisfaction Rating & Net Promoter Score (NPS), Service Level Agreement (SLA), Turn Around Time (TAT), Timely Readdressal of Grievances received from the Students, Tracking the student related issues and escalations as per the BITS Pilani WILP Service Level Agreements (SLAs) and ensure closure as per the Priority Level TATs.	