

Job Title: I-STEM Functional Manager
Reporting To: Chief Operating Officer (COO)
Location: IISc, Bengaluru
Employment Type: Full-time
About I-STEM:

Indian Science, Technology and Engineering facilities Map (I-STEM) is a dynamic and interactive national portal, which hosts various scientific programs, initiated by office of the Principal Scientific Adviser, Govt. of India. The main objective of having this portal (developed using public fund) is to provide support to needy researchers in different ways and strengthen the R&D ecosystem to fulfil the necessity of people of the country. **Website Address:** <https://www.istem.gov.in>

Position Overview:

The Manager will be responsible for overseeing process implementation, project management, and customer care operations while working closely with stakeholders to drive operational excellence and customer satisfaction. This role requires strong leadership skills, analytical capabilities, and the ability to coordinate across multiple departments.

Key Responsibilities

Process & Project Management

- Lead process implementation initiatives and manage complex projects from conception to completion.
- Develop and maintain Standard Operating Procedures (SOPs) for various operational processes.
- Coordinate with multiple stakeholders, including institutes, labs, and technical heads, to ensure project deliverables are met on time.
- Monitor project progress and make adjustments as needed to meet objectives.

Customer Care Management

- Oversee the customer care department operations and team performance.
- Collaborate with SMEs to create comprehensive support materials, including videos, FAQs, and documentation.
- Establish and maintain customer support forums and knowledge bases.
- Create and publish white papers on equipment specifications, operational procedures, and result interpretation.

Content Development & Knowledge Management

- Develop and maintain technical documentation, training materials, and operational guides.
- Create and manage blog content related to equipment and operations.
- Coordinate with the marketing team to generate and fulfil equipment requests efficiently.
- Design and implement comprehensive documentation systems for operational procedures.

Data Analytics & Reporting

- Work with data analysts to develop and maintain management dashboards.
- Collaborate with development teams to ensure data accuracy and implement corrections as needed.
- Create and present regular reports on operational metrics and KPIs.
- Monitor and analyse operational performance data to identify improvement opportunities.

Training & Resource Management

- Develop and implement operator training programs.
- Create and maintain a pool of trained resources.
- Manage operator deployment and scheduling.
- Track and evaluate training effectiveness and certification status.

Strategic Operations

- Work directly with the COO to ensure proper execution of operational plans.
- Coordinate with labs and operator teams to fulfill equipment requests.
- Monitor and optimize resource allocation and utilization.
- Implement continuous improvement initiatives across operations.

Required Qualifications

- Bachelor's degree in Science or Engineering
- 7+ years of experience in operations management or a similar role.
- Strong project management skills with demonstrated success in process implementation.
- Experience managing customer service operations and teams.
- Excellent communication and stakeholder management abilities.
- Proven track record in creating technical documentation and training materials.
- Data analysis and reporting experience.
- Strong leadership and team management skills.

Preferred Qualifications

- Master's degree in a relevant field.
- Project Management certification (PMP or similar).
- Experience with laboratory or technical equipment operations.
- Knowledge of data visualization tools and dashboard creation.
- Experience in technical content creation and knowledge management.

Working Conditions

- Full-time position.
- May require occasional travel.
- Must be able to work flexible hours as needed to support operations.

Remuneration:

- Salary will be paid as per IISc, CeNSE norms

This position also entails supporting the implementation of the LMS platform at I-STEM, which requires extensive coordination with institutes, labs, and various technical heads. Collecting details about equipment, interpreting results, and ensuring effective training are critical components of the role.

How to Apply:

Interested candidates are invited to submit their updated resumes along with a cover letter to spushpa@istem.co.in within 15.01.2024.