Job Title: Manager/Deputy Manager (Technical Support), High School Programs

Reports to: Senior Director, High School Programs

Location: Ashoka University Campus, Sonipat/ New Delhi (Okhla)

Experience (in years): 03-06 years of functional experience in Edtech/ E-Learning platforms with leading organizations in this sector

Nature of work: Full Time

About Ashoka University:

Ashoka University is India's premier interdisciplinary teaching and research university, an institution that has become a beacon of academic excellence in the less than 10 years since its inception. At Ashoka, we encourage you to embrace change, learn and grow continuously, and strive for excellence in what you do.

As part of our thriving and committed workforce, you will:

Be Mission-Driven: Champion interdisciplinary learning, innovative pedagogy, and academic rigor to transform Indian higher education.
Think Strategically: Collaborate with other innovative colleagues to shape the future of higher education through strategic planning and a forward-thinking approach.
Act Authentically: Embrace authenticity and integrity, fostering an inclusive and supportive environment where every voice is valued.
Take Accountability: Own your work and drive positive change, as an individual seeking to make a meaningful contribution.
Build Collaboration: Experience the power of teamwork and diverse perspectives, working collectively towards our shared goals.
Deliver Excellence: Strive for high quality in all aspects, upholding the highest standards of academic excellence, student support, and professional development opportunities.

At Ashoka University, we are on a mission to redefine higher education and create a remarkable space where innovation and collaboration thrives. As a **pioneering force in interdisciplinary learning**, we **continually grow and adapt** to stay at the forefront of educational excellence with emphasis on inclusivity and equal opportunity. Our philosophy revolves around **care, well-being, and connection**, which are deeply embedded in everything we do.

When you join our community, you become part of an extraordinary journey in which you can enhance your potential and make a meaningful impact.

About High School Programs:

Ashoka aims to leverage its brand, unique pedagogy, and best practices to build impactful programs for High School Students -both offline and online certificate programs. These include the prestigious Young Scholars Program (YSP), and
Ashoka Horizons (online courses) as well as other new programs we launch & develop for this segment. Ashoka for High Schoolers is in an exciting early growth phase, offering a rich learning and high growth environment for motivated and talented candidates, as we continue to build out exciting & impactful programmes for high schoolers in India and abroad.

- **Ashoka Young Scholars Program (YSP),** now in its 9th year is already the most prestigious summer program for high school students in the country, attracting talented and motivated students to an enriching & immersive college experience, across its 5 programs in liberal arts and sciences

- **Ashoka Horizons**, offers short-term, college-level, rigorous, and innovative online courses to high school students, in India & abroad. Providing curious & motivated high schoolers with a deeper exploration of subjects, 21st-century skills, and interests. Horizons was launched in 2020 and has been growing exponentially since.

Role and Responsibilities:

The Manager/ Deputy Manager of E-Learning Solutions plays a critical role in delivering an exceptional experience for both students and faculty on the E-Learning platform. The role is responsible for developing, maintaining, and troubleshooting the online learning systems for Ashoka's High School Programs. The role comes with the following responsibilities: -

- Work closely with the IT, Programme Development, Programme Operations and Marketing teams to

design the ideal E-Learning Platform based on business & course requirements.

- Proactively monitor, evaluate, and recommend the latest, best-fit learning tools & solutions for the overall platform, individual course requirements, and business requirements.
- Work collaboratively with key stakeholders internally including IT, Faculty, Finance, Operations, and external vendors to deliver an exceptional student & faculty experience, meeting end-to-end program requirements including applications assessments, program delivery & student engagement modules.
- Ensure timely and effective real-time resolution of technical issues faced by students, faculty, or other stakeholders.
- Continuously monitor and test solutions, proactively carrying out upgrades and maintenance of the end-to-end eLearning Solution (Front-end, back-end, architecture, database, etc.)

Qualifications and Skills Required:

Qualifications:

- Experience (03-06 years exp, full-time or project-based) in similar roles with reputed organizations.
- Experience in EdTech/ Higher Education sectors, or as a Technology Solutions provider to the Education industry, will be preferred.
- Preference would be given to graduates of Ashoka/ YIF

Skills Required:

- Team player who works collaboratively in a fast-paced, startup environment.
- Strong people skills and a good communicator -across both verbal & written communication.
- Entrepreneurial, result-oriented, and solution-driven individual contributor.
- The candidate should have deep experience in and a passion for the education sector, more specifically in developing and implementing impactful E-Learning solutions across different platforms.
- Minimum 03 years of experience - Technical degree from a well-reputed institution (preferably CS/IT)
- Explore and evaluate the latest technologies/ modules available for content creation and delivery.
- Conduct due diligence to analyse available options, propose best alternatives, and get them integrated in the platform by the developers.
- Ability to manage developers, ensuring timely delivery of quality software.
- The candidate should have experience in manual and automated testing.
- Creating and managing the documentation of SOPs of the commissioned IT systems
- Knowledge of web technologies such as HTML, CSS, JavaScript, and AJAX.
- Understanding of software programming processes and best practices in the software industry.
- Experience with database management and writing optimized queries for retrieval, analysis, and data migration is preferred

Application Submission Process:

Submit your application to Ashoka University's High School Programs team to ensure your candidacy receives the attention it deserves, kindly follow the application submission process outlined below:

Prepare an Updated CV: Showcase your professional accomplishments, skills, and experiences in an updated curriculum vitae.

Submit Your Application: https://forms.gle/ZuJpCZKCdW1Q1iKg8

- Last compensation received: We value your expertise and acknowledge the importance of fair compensation.
- Expected salary: Share your aspirations for growth and remuneration.
- Notice period: Inform us of the time required to transition from your current role, if applicable

Only shortlisted candidates will be contacted as part of our rigorous selection process.

Adherence to Deadlines: To ensure fairness and efficiency, please submit your application by **29th January 2024**. Applications received after the deadline will not be considered.