



Birla Institute of Technology and Science, Pilani

Off-campus Programmes and Industry Engagement

JOB DESCRIPTION

About BITS, Pilani	Birla Institute of Technology & Science, Pilani has been declared as an "Institution of Eminence Deemed to be University" by the Central Government of India in exercise of the power conferred under Section 3 of the UGC Act 1956 and is a renowned science and technology institute with its headquarter located in Pilani, Rajasthan, India. In addition to Pilani, BITS Pilani has campuses in Dubai, Goa, Hyderabad and Mumbai. Work Integrated Learning Programmes (WILP) was established in 1979 focuses on providing continuing education to working professionals across different sectors. WILP has 45+ years of educating working professionals, 46+ programmes, 1,20,000+ working professionals graduated, 50,000+ working professionals enrolled.
Industry/Service	Higher Education
Post/Job Title	Associate- Digital Learning
Job Type	Full time
Reporting to	Project Manager- Digital Learning
Will also work very closely with	WILP Students, Faculty & Non-Academic Staff
No. of positions	2
Job Location	Hyderabad Campus
Principal Accountabilities & Responsibilities	Technical Support, User Assistance and Testing • Provide timely and effective technical support to students, faculty, and staff for online examination systems and digital learning platforms. • Assist users in navigating systems, troubleshooting access issues, and resolving technical problems. • Assist in writing test cases for the newly developed platform to improve features and functionalities of the platform. System Monitoring and Performance Management • Monitor the performance of online examination platforms in real time, particularly during scheduled assessments. • Identify, report, and respond to performance bottlenecks, outages, or anomalies to minimize disruption. Issue Resolution and Escalation • Diagnose and resolve technical issues related to connectivity, user authentication, software errors, and platform usability. • Escalate unresolved or critical issues to DL team or vendor support teams in a timely manner. Student Support and Engagement • Support the implementation of updates, patches, and system configurations to ensure optimal platform performance and security. • Collaborate with DL teams or development partners to schedule and test system maintenance activities with minimal user disruption.

	Access Management and User Configuration • Ensure reliable access to platform by managing user roles, permissions, and account configurations. • Support onboarding processes for new users and provide technical guidance on system use. Documentation and Reporting • Maintain accurate records of support requests, resolutions, and system incidents. • Generate reports on system usage, common issues, and user feedback to inform service improvements. Training and User Education • Deliver basic training and create user guides or FAQs to help users understand and efficiently use various technical platforms. • Promote digital literacy and self-service troubleshooting among academic stakeholders.
Qualification and Personal Profile	• BE/BTech/BSc. /Msc.in any discipline. Minimum 1-2 years of experience. • Should have a basic understanding of programming languages such as HTML/CSS, JavaScript (Basic), SQL (Basic Queries). Python. • Should have good understanding about Microsoft office, google drive, Power BI etc.
Other Skill and Ability Requirements	• Effective communicator, ability to coordinate and resolve conflicts, good team player • Feedback from WILP students and course faculty