



Birla Institute of Technology & Science, Pilani

Pilani Campus

JOB DESCRIPTION

About BITS, Pilani	Birla Institute of Technology & Science, (BITS Pilani) is an Institution declared as Deemed to be University under Sec. 3 of the UGC Act in 1964 and is a renowned science and technology institute. It is located in Pilani, Rajasthan, India. In addition to Pilani, BITS Pilani has campuses in Dubai, Goa, and Hyderabad. Work Integrated Learning Programmes (WILP) was established in 1979 focuses on providing continuing education to working professionals across different sectors. WILP offers BSc, B. Tech, M. Tech, MSc, Diploma and Certificate programmes to working professionals.
Industry/Service	Higher Education
Post/Job Title	Manager Examinations
Job Type	Regular, Full time
Reporting to	Associate Dean - WILP
Will also works very closely with	Faculty & Staff Vendors/Suppliers
No. of positions & Job Location	One Position in Hyderabad
Principal Accountabilities & Responsibilities	Key Responsibilities: • Plan, coordinate, and execute end-to-end examination operations for WILP programmes, covering both onsite and online/hybrid exam modes. • Manage exam calendars, hall ticket issuance, student communications, and exam Center operations. • Liaise with service providers (e.g., proctoring platforms, exam centre partners) to ensure error-free exam delivery. • Set up and manage proctoring processes (live, AI-based, centre-based), including onboarding and training of Super Proctors and Observers. • Implement standard operating procedures (SOPs) and ensure strict adherence to academic integrity policies. • Monitor exceptions, unfair means (UFM) cases, and escalations with appropriate documentation and resolution workflows. • Coordinate with academic teams, programme coordinators, and IT teams for question paper review, evaluator allocation, and answer sheet management. • Lead process audits, feedback collection, and continuous improvement initiatives across exam cycles. • Design and implement dashboards, tracking tools, and reporting mechanisms using platforms like Excel, Google Workspace, or ticketing tools (Salesforce, JIRA, etc.).



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	• Ensure readiness of exam day logistics, especially for large-scale, high-stakes exams with multiple stakeholders. • Prepare MIS reports and data analytics to support leadership review, process optimization, and decision-making. • Prepare and ensure smooth honorarium process • Build teams and ownership of processes
Qualification and Personal Profile	• 5–8 years of relevant experience, preferably in higher education, test administration, or large-scale operations. • Proven expertise in conducting both online and onsite examinations. • Technologically adept, with hands-on experience in tools/platforms like LMS, online proctoring software, ticketing systems, etc. • Strong analytical and process orientation; ability to work under pressure and manage multiple timelines. • Excellent coordination, stakeholder management, and communication skills. • Educational Qualification: MBA / PGDM in Operations or equivalent from a reputed institute. Additionally, candidates with Bachelor's degree like B.Tech. / B.E. in Computer Science or Information technology will have an edge.
Other Skill and Ability Requirements	• Familiarity with student lifecycle systems and digital examination platforms. • Exposure to automation, workflows, and dashboard reporting. • Ability to build SOPs, training content, and operational playbooks. • Experience working with outsourced vendors and handling high-volume logistics.
Role Review	• We are seeking an experienced, process-driven professional to join our team as Manager – Examinations in the Work Integrated Learning Programmes (WILP) Division at BITS Pilani. This role demands strong operational expertise in conducting online and center-based examinations, preferably in a university setup, backed by technical proficiency in managing digital platforms and automation tools. • The ideal candidate will be responsible for ensuring the smooth planning, coordination, and execution of all examination activities across diverse programmes and corporate partners, with a strong emphasis on integrity, student experience, and technology-driven process improvement.
Compensation	13 to 14 Lakhs per annum commensurate with experience