

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

**Reports to:** Senior Director, High School Programs

**Location:** Ashoka University Campus, Sonapat/ 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 -India's premier interdisciplinary teaching and research university. An institution that has become a beacon of academic excellence in less than 10 years since its inception. At Ashoka, we encourage you to embrace the new, push the boundaries for continuous learning, and adapt to a world of constant change Because we believe that each Ashokan is capable of becoming a thought leader.

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 visionary minds 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 empower 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 excellence 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 thrive. 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 unleash your potential and make a meaningful impact. Where education empowers, where innovation thrives, and where excellence and humility coexist. We truly believe the world will enrich itself when there is progress with purpose.

### 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 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, for individual course requirements and for 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 E-Learning Solution (Front-end, back-end, architecture, database etc.)

## 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 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 process 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:

We invite you to embark on this journey by submitting 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:** Email your CV to [connect.hr@ashoka.edu.in](mailto:connect.hr@ashoka.edu.in), ensuring the subject line reads as follows: "Designation – Department Name \_Applicant Name>". This will help us efficiently process your application.

**Include Essential Details:** Along with your CV, kindly provide the following information:

- 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.

**Pursuit for Excellence:** At Ashoka University, we strive for excellence in all aspects of our operations. Therefore, only shortlisted candidates will be contacted as part of our rigorous selection process.

We look forward to receiving your application as we embark together on a remarkable journey of professional growth and development. Join our exceptional community at Ashoka University, where excellence is nurtured, and aspirations are transformed into reality.

