

Job Title: Technical Support Staff – Centre for Excellence in Design

No.of Positions: 4

A) Job Summary:

We are seeking a proactive and skilled Technical Support Staff member to join the Centre for Excellence in Design program in Indian Institute of Science (IISc), supporting a prestigious long-term training program initiated by the Government of Karnataka. This role is instrumental in ensuring the seamless operation and technical efficiency of program activities, providing essential support to participants and facilitators.

B) Key Responsibilities:

1. Technical Assistance:

- Provide technical support and troubleshooting assistance to participants during training sessions, ensuring smooth operation of equipment and software related to design disciplines.
- Assist in setting up and configuring technical equipment, including computers, projectors, and specialized design software.

2. Maintenance and Upkeep:

- Perform routine maintenance and updates on technical equipment and software to ensure optimal performance and functionality.
- Coordinate repairs and service requests as needed, maintaining detailed records of maintenance activities.

3. Training Environment Management:

- Prepare and set up training venues, ensuring they are equipped with necessary technical resources and materials prior to sessions.
- Monitor training environments to address technical issues promptly and ensure a conducive learning atmosphere.

4. Documentation and Training Materials:

- Assist in the development and maintenance of technical documentation, guidelines, and user manuals related to equipment and software usage.
- Support in the preparation and distribution of training materials and resources as directed by program managers and trainers.

5. Collaboration and Support:

- Collaborate effectively with administrative staff, trainers, and participants to facilitate efficient program delivery and address technical requirements.
- Provide technical guidance and orientation to participants on using software tools and equipment effectively.

1. Any other duties as needed by organisation.

C) Qualifications:

1. Age limit :45 years Maximum. Admissible age relaxation for SC, ST, OBC and PH will be extended.

2. Minimum Eligibility Criteria:

- Candidates should hold a Diploma of Engineering in Mechanical, Electronics, Computer Science, or Manufacturing, accompanied by a minimum of 4 years of relevant experience. This should include at least 2 years of practical experience within the industry.
- Proven experience in technical support roles, preferably in an educational or training environment.
- Proficiency in troubleshooting technical issues related to hardware, software, and network connectivity.

- Familiarity with design software and tools such as CAD, CAE, and graphic design applications is advantageous.
- Strong organizational and problem-solving skills, with the ability to prioritize tasks and manage time effectively.
- Excellent communication skills and the ability to interact professionally with diverse stakeholders.

3. Salary:

Consolidated salary offered will be commensurate with qualifications and experience, ranging from INR 30,000/- to INR 1,10,000/- per month. The final salary decision will be based on the candidate's performance during interviews, their relevant experience, and other pertinent factors.

D) General Conditions:

1. Duration:
The positions are on contract and will be temporary for a period of ONE year and renewable annually for a maximum period of 5 years, based on satisfactory performance and at the discretion of the authorities of the Institute.
2. Selection Method:
Interview for short listed candidates will be held at Indian Institute of Science Campus, Bangalore.
3. Applicants who possess the minimum educational qualification as on the date of advertisement only need to apply.
4. Candidates would be expected to work on any of the three shifts including night shifts and holidays, except for the female candidates.
5. No accommodation will be available on the Institute campus.
6. Admissible age relaxation for SC, ST, OBC and PH will be extended.

E) Application Process:

Interested candidates should submit their resume for the program to veeraallam@iisc.ac.in with cc to chair.cpdm@iisc.ac.in by **22nd Aug 2024**