

## JOB NARRATIVE

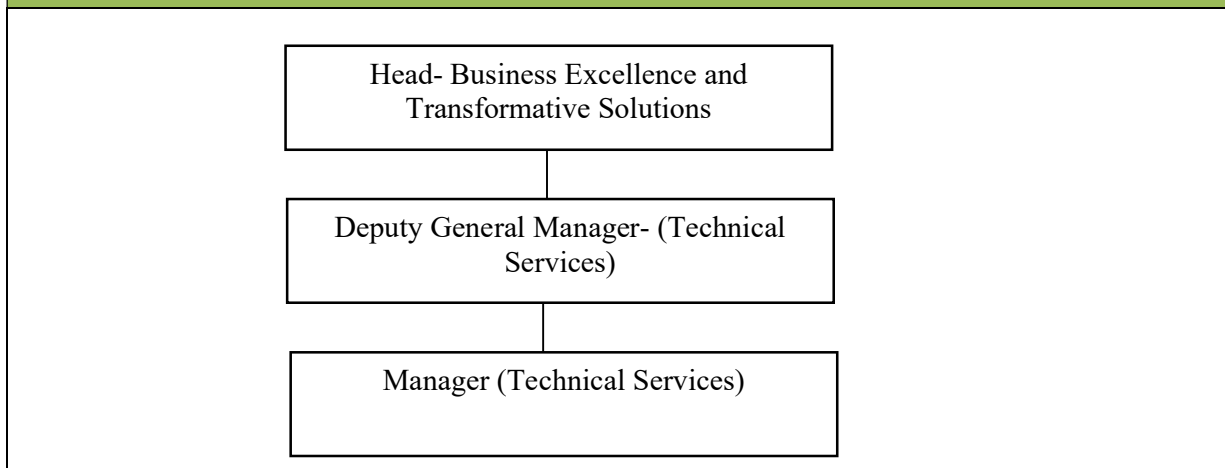
1. Job Purpose and Roles and Responsibilities of the Job
2. Organisation Structure, Outcomes/Value Add, Financials & Work Relations

### Basic Details

Job Title	Manager, Technical Services
Job Grade/ Level	M10
Function	Business Excellence & Transformative Solutions ( BETS)
Business Sector	TAN
Location	Anywhere in India

### Organisation Structure

*(where does the position stand in the organisation structure of the Business)*



### Job Purpose:

- Summarizes the main points of the job description which may include key responsibilities, functions, and duties
  - Job Purpose is the prime objective for which the Job holder is responsible for. It is directly controlled by the Job holder
  - Should contain 1 - 3 key points
1. Execute advanced services/solutions projects as an individual contributor within the project team
  2. Convert on bench demonstrated value to industry standard technical reports/case studies
  3. Execute field trial for NPDs and other innovation items on bench

Key Accountabilities & Outcomes	
<b>Key Accountability</b>	<b>Major Activities/ Tasks</b>
<ul style="list-style-type: none"> <li>• Main areas of accountability / key goals of the Job.</li> <li>• Should contain five to Seven Key Accountabilities.</li> <li>• Can be derived through Balanced Score Card Perspectives (Financial, Customer, Internal Process &amp; Learning and Growth)</li> </ul>	<ul style="list-style-type: none"> <li>• The tasks under Key Responsibility that the Job holder is supposed to perform to achieve the business goals</li> </ul>
<ul style="list-style-type: none"> <li>• Occupational Safety-</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure personal safety and that of every team member/customer member on bench</li> <li>• Support in continuous upgradation of SOPs/Guidelines for On-bench safety standards of the company</li> </ul>
<ul style="list-style-type: none"> <li>• Differentiate STL products/services at a mine site through-</li> </ul>	<ul style="list-style-type: none"> <li>• Product Stewardship and technical training to customers</li> <li>• Use of latest blast design/modelling tools to quantify value delivered by STL products and services</li> </ul>
<ul style="list-style-type: none"> <li>• External Branding</li> </ul>	<ul style="list-style-type: none"> <li>• Develop case studies/reports to demonstrate STL's value delivery capability</li> <li>• Own the development of Technical Data Sheets for STL product range</li> </ul>
<ul style="list-style-type: none"> <li>• Customer Complaint Investigation</li> </ul>	<ul style="list-style-type: none"> <li>• Product complaint investigations along with actionable RCA</li> <li>• Educate internal/external teams on safe and efficient handling of STL products</li> </ul>

Work Relations (Internal and External)	
<b>Internal Relations</b>	<b>External Relations</b>
<ul style="list-style-type: none"> <li>• Main interface of the Job Holder(Working relationships with Key stakeholders/ internal customers</li> <li>• Other Job Holders that the Job holder have may to liaise, report or coordinate with</li> </ul>	<ul style="list-style-type: none"> <li>• Main interface of the Job Holder(Working relationships with Key stakeholders/ external customers</li> </ul>
<ul style="list-style-type: none"> <li>• Sales: Liaise with respective sales team for product trials/value add service projects</li> <li>• <b>Branding</b> : Co-ordinate with branding team to develop technical content/case studies to be used by the company to demonstrate initiative in different forums</li> <li>• <b>Plant</b> : Liaise with plant on product complaint investigation with a defined turnaround time</li> </ul>	<ul style="list-style-type: none"> <li>• Primary interface with all STL customers for value add projects/product stewardship</li> </ul>

## ACHIEVEMENT PROFILE

- *What are the capabilities required by the Job Holder at this position?*
- *Specify Knowledge (technical expertise), experience, skills, behavioural competencies, personality required*
- *It depicts candidate profile for making hiring decision and helps incumbent profile for competency mapping*

## Education Qualifications / Background

- *State minimum qualification required by the Job Holder to work effectively on this position*
- B.E/B.Tech – Mining Engineering. MBA/Consulting Background desirable but not mandatory

## Relevant and Total Years of Experience

- *Mention years of experience required for the job*
- *Elaborate more of the relevance / type of the job experience required by the role*
- 0-4 years of Operation/Sales Experience in Mining/Infrastructure Industry

## Technical/Functional Expertise

- *State minimum proficiency required on specific technical or functional skills required for the Job Role*
- Knowledge of mining, quarrying value chain/operations
- Knowledge of statutory provisions like, Mining Legislation/Regulations, Mines Act, Explosives Act.
- Knowledge of safe and efficient Drill and Blast practices at a mine/quarry site
- Proficient in MS-Office

## Behavioural Competencies (*List only 3- 5 specific behavioural competencies*)

- *State behavioural competencies required to function effectively at this position*
- A mindset to prioritize Safety
- Commercial Acumen with strong drive for results
- Strong Analytical Skills
- Strong Communication & Presentation Skills
- Interpersonal & other Social Skills.

## Personality (*List only 3- 5 specific personality characteristics*)

- *Write personal characteristics/ personality type that is suitable to work at this job level.*
- Self-starter
- Ability to handle ambiguity
- Ability to collaborate in a cross functional environment
- Willingness to travel for 50%-60% of the time in a month for executing solutions projects/product trials at mine sites