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| **Sr. No.** | | **Designation** | **Responsibilities** | **Authorities** | | |
| 1. 01 | | CEO | * To review all the legal and important documents for adequacy * To ensure satisfaction of all stake holders. * To ensure adequacy of available resources. | * Approval & Signing of all banks, legal and other important documents. | | |
|  | | Director – Projects | * To review project updates * To ensure to get task completed of given project | * Approval & Signing of Order Forwarding | | |
|  | | Assistant Manager – HR & Admin | * Organise and maintain personnel records * Update internal database * Prepare HR documents * Revise Company Policies * Liaise with external partners, like Insurance vendors and ensure legal compliance * Answer Employees queries about HR related issues * Assist payroll department by providing relevant employee attendance * Maintain Vouchers and arrange to reimburse * Make sure to payment of Provident Fund, TDS & GST on respective days | * Provide HR documents like Offer letter, Appointment letter, Confirmation letter, Salary Revision Letter, Relieving Letter | | |
|  | | Intern – HR & Admin | * Filing Record (Documents) * Maintaining Inventory Details * HR Related Activities | * None | | |
| 1. 02 | | QA Lead | * Release Systems * Initiate CAPA * Initiate forms * Investigate root cause of system failure and prepare investigation report * System standardization * Face external audits * Prepare and maintain SOP   Training staff | * Release Systems * Approve qualification documents * Approve CAPA * Approve forms * Interrogate departments regarding system failure * Conduct internal audit * File non conformities   Introduce and update SOP | | |
|  | | QA Executive | * SOP Revision * Maintain Internal Audit * Review CAPA | * Release Systems * Approve qualification documents * Approve CAPA * Conduct internal audit * Introduce and update SOP | | |
|  | | QA Officer | * Releasing system for site validation * SOP Revision * Internal Audit * Validation Document Execution | * Release Systems * Approve CAPA * Conduct internal audit | | |
| 1. 03 | | Business Development Manager | * Generate leads * Arrange demos & convert into orders * Visit customers * Requirement Gathering * Preparing Quotations * Order Follow-ups * Payment Follow-ups * Negotiations * Manage Team of Sales & Service * Maintaining monthly projections for sales & service * Maintain sales data | * To arrange meetings and provide demos and convert into orders. * Negotiations with clients. * Manage Sales & Service Team. * Gather requirement from customer. * Audit departmental procedures * Payment follow-ups | | |
|  | | Assistant Business Development Manager | * Generate leads * Arrange demos & convert into orders * Visit Customers * Requirement Gathering * Preparing Quotations * Design Architecture * Order Follow-ups * Preparing Order forwarding forms * Payment Follow-ups * Coordinating with the team * Reviewing FRS/DS * Maintaining monthly projections for sales * Maintain sales data   Team on job training | * To arrange meetings and provide demos and convert into orders. * Gather requirement from customer. * Circulate details of orders internally. * Audit departmental procedures * Payment follow-ups | | |
|  | | Business Development Officer | * Database cleaning * Maintain database for new customers, follow up records, etc. * Tele-calling for sales calls * Payment Follow-ups   Maintain service data | * Tele-calling * Maintain database * Payment follow-ups | | |
|  | | Business Development Executive | * Tele-calling for sales calls * Database cleaning * Quotation Preparation * Visit Customers | * Tele-calling * Preparing quotations   Design Architectures | | |
|  | | Customer Support Officer | * Coordinating with customers online * whenever required * Lodge Complaints * Quotation preparation for AMC/Spares, etc. * Follow-up for AMC   Coordinating with service team | * Coordinating with customers online * Payment follow up   Coordinating with service team | | |
|  | | Sr. Customer Support Engineer | * Support customers onsite and online whenever required * Qualification Activity onsite/online   Sales Activity whenever required | * Signing out onsite system qualification activity * Requirement gathering | | |
|  | | Resident Customer Support Engineer | * Support customers in their area on site and online whenever required * Installation & Validation Activity onsite/online   Sales Activity in their area whenever required | * Signing out onsite system qualification activity * Requirement gathering | | |
|  | | Customer Support Trainee | * Support customers onsite and online whenever required   Installation & Validation Activity onsite/online | * Signing out onsite system qualification activity * Requirement gathering | | |
|  | | Intern – Customer Support | * Support customers onsite and online whenever required   Installation & Validation Activity onsite/online | * Signing out onsite system qualification activity | | |
|  | | Manager – Technical Documentation | * Review URS and accordingly * Review work Help & doubt solving. * Provide timely feedback and updates pertaining to projects and work flow |  | | |
|  | | Technical Documentation Trainee | * Prepare FRS document. * Implement requirement gathering in DS and system flow. * Prepare DS and design software screens and report formats. * Co-ordinate with customers (if required) regarding any discrepancies in DS. * Perform one flow testing of software and hardware as per DS. * Report bugs (if any) in the system and get them resolved from respective developer. * pertaining to projects and work flow | * Requirement Gathering * Design documents for system   Suggest design changes for improvisation | | |
|  | | Technical Documentation Officer | * Implement requirement gathering in DS and system flow. * Prepare DS and design software screens and report formats. * Perform one flow testing of software and hardware as per DS. * Report bugs (if any) in the system and get them resolved from respective developer. | * None | | |
| 1. 03 | | Manager - Technical | * Identify and assimilate new technologies, design system architecture and working, assign task to team, get task status update from team, review code (Embedded and Android), Develop of Android App, Develop Embedded Hardware and Firmware, Review and Authorize SOP | * Decide technologies to use in project, decide system architecture and working, assign work to team and review work status, authorize SOP, code review, approve modification in embedded firmware and android code, Reject/Return Faulty PCB, Declare a hardware component as Faulty and replace it | | |
|  | | Embedded Engineer | * Development and Maintenance of Embedded Firmware for MCU, Testing of incoming PCB | * Deployment of project | | |
|  | | Android Developer | * Development and Maintenance of Android App, review code written by Jr. Android Developer and Intern – Android Developer | * None | | |
|  | | Android Development Trainee | * Develop, Debug & maintain Android App | * None | | |
|  | | Intern – Android Developer | * Development and Maintenance of Android App | * None | | |
|  | | IT Infrastructure Officer | * Troubleshoot I.T. problems, Maintain LAN and Internet connectivity, maintain I.T. inventory, ensure I.T. SOP compliance | * None | | |
|  | | Production Officer | * Assemble new IDS against order forwarding/P.O. and system architecture, prepare cables and packaging for dispatch, Repair faulty IDS, test incoming PCB | * Declare a hardware component as Faulty and replace it | | |
| 1. 04 | | Project Manager - Software | * Activity and Resource planning to achive the desired output. * Organizing and Motivating Team. * Analysing and Managing risk involved in project development life cycle. * Set the Priorites of the task as per the business benefits. | * Activity and Resource planning to achive the desired output. * Organizing and Motivating Team. * Analysing and Managing risk involved in project development life cycle. * Set the Priorites of the task as per the business benefits. | | |
| 1. 06 | | Assistant Project Manager - Software | * Assign task or project to respective developers and to check that task is completed on time or not. * Check if all requirements of client fulfill in software after development. * Explain whole software to team. * Check prepared flow charts. | * Assign task or project to respective developers and to check that task is completed on time or not. * Check if all requirements of client fulfill in software after development. * Explain whole software to team. * Check prepared flow charts. | | |
| 1. 07 | | Sr. Software Developer | * To complete task on given deadline * Unit Testing of project as per client requirement. * Investigating reported bugs.   Check flow chart design. | * To complete task on given deadline * Unit Testing of project as per client requirement. * Investigating reported bugs. * Check flow chart design. | | |
| 1. 08 | | Software Developer | * To complete task on given deadline. * Prepare flow chart of each module. * Unit testing of software. * Investigating reported bugs   To understand software before design | * To complete task on given deadline. * Prepare flow chart of each module. * Unit testing of software. * Investigating reported bugs * To understand software before design | | |
|  | | Software Development Trainee | | * Develop and Debug software | | * None |
| 1. 10 | | QC & Documentation Manager | | * Assign QC & Documentation task with timeline and monitor timeline * Ensure to forward all project related information to relevant team member on that project * Record Weekly project planning of all team members * Ensure timely testing of systems. * Ensure timely preparation of qualification protocols * Forward documents to customer * Investigate and prepare report * Support QA with SOP revision * Ensure adequate training to all team members * Ensure ongoing changes are incorporated in test cases and protocols / User Manual. | | * Assess change request forms * Fill Change implementation forms * Review of Order forwarding forms * Review of Training forms * Lead audits of customers, regulatory bodies etc * Internal Auditor and Auditee * SOP Preparation and review * Review computer swap forms/ Repair forms/ Purchase requisition forms |
| 1. 11 | | Quality Control Engineer / Sr. QC & Doc Officer / QC & Doc Officer | | * Assign task to team members * Prepare &/ Review test Cases * Prepare & / Review validation documents * Execute Protocols * System testing with test case, OQ & PQ protocols, load testing * Bug reporting * Software installation and hardware configuration * Support QA release of system | | * Review Change request form * Review and accept Order forwarding form * Review training forms * Review computer swap forms/ Repair forms/ Purchase requisition forms |
|  | | Intern – QC & Documentation | | * Prepare test Cases * Execute Test Cases * Prepare validation documents * Execute Protocols * System testing with test case, OQ & PQ protocols, load testing * Bug reporting * Software installation and hardware configuration * Support QA release of system | | None |