

Associate – Platform & App Operations

Background:

Sterlite EdIndia Foundation (EdIndia) is a non-profit organization with the aim to enhance the quality of education in India. We empower teachers, administrators, and communities to enhance the classroom learning experience by leveraging technology and data analytics. Our strong understanding of grassroots challenges helps us in designing innovative tools, solutions, and frameworks to improve the educational landscape in the country. It has been provided incubation support by Sterlite Power Transmission Limited and its group companies.

Our Vision: Every child in the country has access to quality education.

Our Mission: To empower educators by enhancing teacher capabilities and fostering a culture of data-driven decision-making within the public education system

We realize our vision and mission through the following key initiatives:

- **Institutional Strengthening Program:** Enabling SCERTs and DIETs to build expertise and develop implementation strategies aligned with NEP 2020.
- **Teacher Education Program:** Preparing teachers of the future by building the capacity of pre-service and in-service teachers.
- **Data Analytics Support Program:** Driving a culture of data-driven decision-making in the public education system.

EdIndia currently operates in six states—Maharashtra, Rajasthan, Chhattisgarh, Tripura, Uttarakhand, and Arunachal Pradesh.

About Akrava

Akrava is a teacher-facing digital platform developed by Sterlite EdIndia Foundation to support reflective learning, professional development, program delivery, and data-driven insights. The platform is used across teacher education and capacity-building programs to enable meaningful engagement, tracking, and continuous improvement.

Role Overview

Sterlite EdIndia Foundation is seeking a professional to manage and support their inhouse app “Akrava”.

The role focuses on day-to-day platform management, user engagement, coordination with technology teams, and continuous improvement, ensuring effective adoption of Akrava across programs.

This is an operations-focused role requiring strong execution, follow-through, and ownership of platform outcomes. The associate will ensure smooth implementation, adoption, and performance tracking of the Akrava platform.

This role reports to the Operations Team and will work closely with Program and Technology stakeholders

Job Description and Responsibilities

Akrava App & Platform Management

- Own day-to-day management of the Akrava App (web/mobile) across programs
- Coordinate with internal and external technology teams for feature updates, enhancements, and issue resolution
- Track app performance, usage trends, and engagement metrics
- Ensure smooth functioning of admin dashboards and backend workflows

User Engagement & Adoption

- Support onboarding of teachers, institutions, and partners onto the platform
- Identify adoption challenges and propose solutions to improve engagement
- Gather user feedback and convert insights into actionable improvements
- Work closely with program and field teams to strengthen platform usage
- Monitor and improve user engagement and retention metrics

Data, Reporting & Documentation

- Analyse platform usage data and prepare periodic reports
- Share insights with leadership and program teams to support decision-making
- Maintain documentation related to platform processes, workflows, and updates

Stakeholder Coordination

- Act as the coordination point between technology teams, program teams, and leadership
- Support pilots, rollouts, and scaling of the Akrava App
- Track timelines, deliverables, and dependencies related to platform initiatives

Educational Qualifications & Experience

- Minimum Graduation required
- MBA (Operations / Systems / Product / Digital) or certifications in Product / Analytics will be an added advantage.
- Platform ownership and practical experience are valued more than specific degrees.
- Candidates should be highly tech-savvy and comfortable working with monitoring dashboards and digital tools.

Work Experience :

- Experience Range:
- 3–6 years ideal

Candidate should have:

- ✓ Managed a live app or digital platform
- ✓ Coordinated with tech/development teams
- ✓ Handled feature rollouts or updates
- ✓ Tracked usage data / dashboards
- ✓ Worked on user onboarding or adoption

Desired Skills & Competencies

- Strong user-centric and problem-solving mindset
- Ability to work with dashboards, data, and engagement metrics
- Excellent coordination and communication skills
- Comfort working in evolving, multi-stakeholder environments
- Ability to learn new domains quickly

No of Positions : 1**Location:** Mumbai, Maharashtra**Click here to fill the form and apply:** <https://forms.gle/3pKv8sWmX3ZUFtiN8>