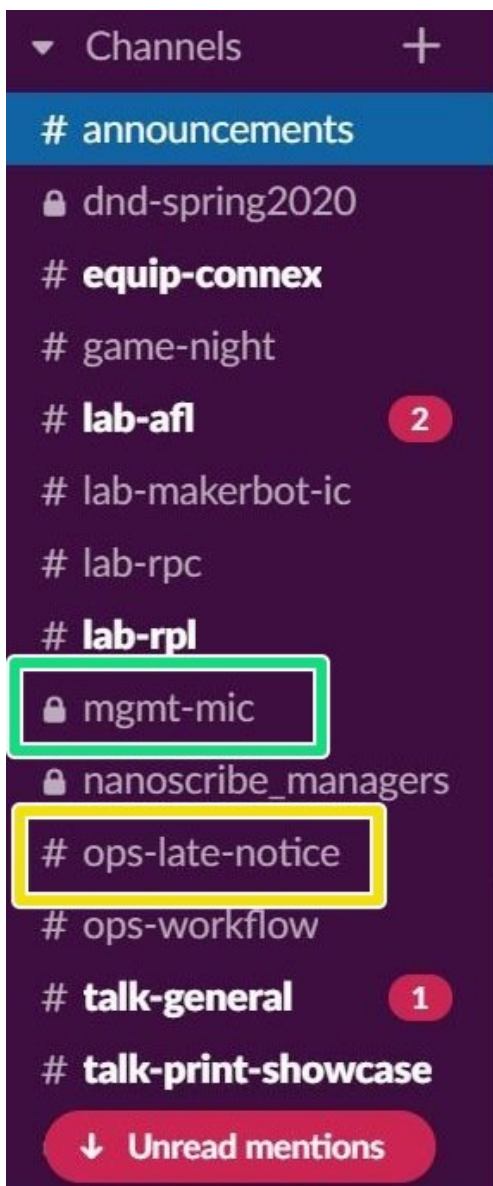




# Administrative Tasks of the SLM

To demonstrate the responsibilities of the SLM to current employees who state interest in the position.

Written By: Rachel Elizabeth Hughes



Summer of ? Friday, June 12th Hope to send out an additional form as we get closer to the start of the fall semester

[ter.ps/twsum2020](https://ter.ps/twsum2020)

We will do our best to meet everyone's requests, but cannot guarantee everyone will be able to return to campus.

Please be sure to complete your **PDM's** if you have not already as they will be required for summer work as well.

Hope to see some of you soon!

Hope you all are staying safe, happy and healthy!



Message #announcements



## Introduction

The purpose of this training course is to walk through the roles and responsibilities of the Senior Lab Manager within the MIC. Following this training, you will be a candidate for the position. This training does not guarantee you the position of SLM, only its candidacy.

## Step 1 — Arrival to Shift

The screenshot shows a Slack interface on the left and a Paycor Daily Coverage Map on the right.

**Slack Interface:**

- Channels List:** # announcements, # equip-connex, # game-night, # lab-afi (2), # lab-makerbot-ic, # lab-rpc, # lab-rpl, # mgmt-mic (highlighted with a green box), # nanoscribe\_managers, # ops-late-notice (highlighted with a yellow box), # ops-workflow, # talk-general (1), # talk-print-showcase. A button for "Unread mentions" is at the bottom.
- Message:** A message from "Summer of 2020" dated Friday, June 12th. The text says: "We will do our best to meet everyone's requests, but cannot guarantee everyone will be able to return to campus. Please be sure to complete your PDM's if you have not already as they will be required for summer work as well. Hope to see some of you soon! Hope you all are staying safe, happy and healthy!" It includes 9 reactions (fire, flame, etc.) and a link to "ter.ps/twsum2020".
- Message Input:** A text box with "Message #announcements" and a rich text editor toolbar.

**Paycor Daily Coverage Map:**

- Header:** "Daily Coverage Map" with a dropdown arrow. Below it, a filter for "MIC Lab Manager" and a checkbox for "Show only published shifts". The date is "Monday, February 10, 2020".
- Table:** A grid showing shifts for various managers. The columns represent time slots from 12a to 7p. The rows represent individual managers. The "Total Number of Shifts" row shows counts for each time slot.

- Open Slack, check messages, clock in on Paycor, and swipe for clock in.
- **If opening shift:** Verify if closing checklist was followed, follow up with responsible LM if necessary and identify issues
- **During any shift:** Report any repeating issues with lab organization to LC and post in *#mgmt-mic* or *#lab-makerbot-ic* as appropriate, making sure to explain the issue
- Check daily coverage map in Paycor to make sure all Lms have arrives on time, send notice to LC if no notice has been given to keep track of it
- Check *#ops-late-notice* for late notices if LM has not arrived on time.

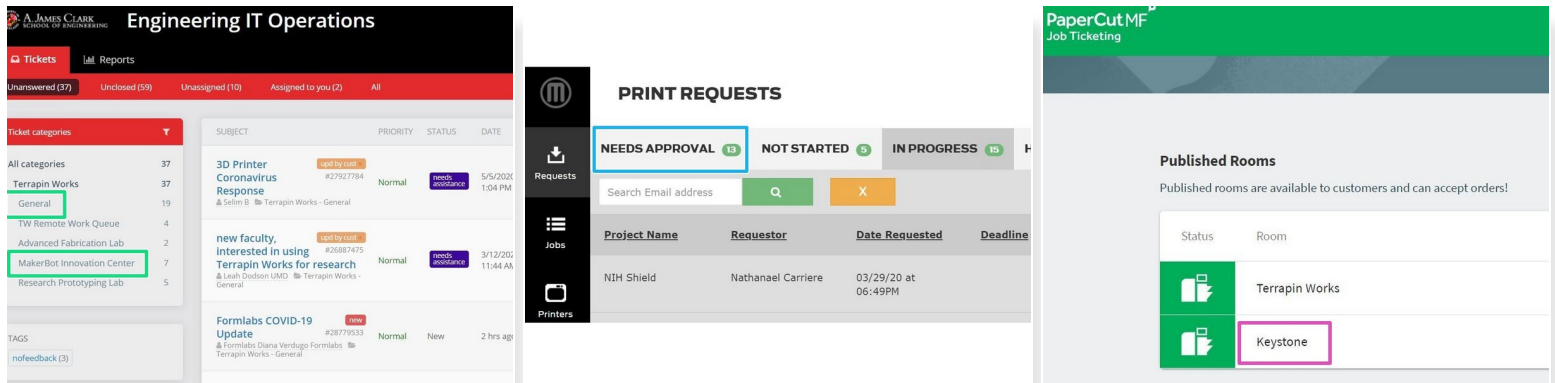
## Step 2 — Delegation

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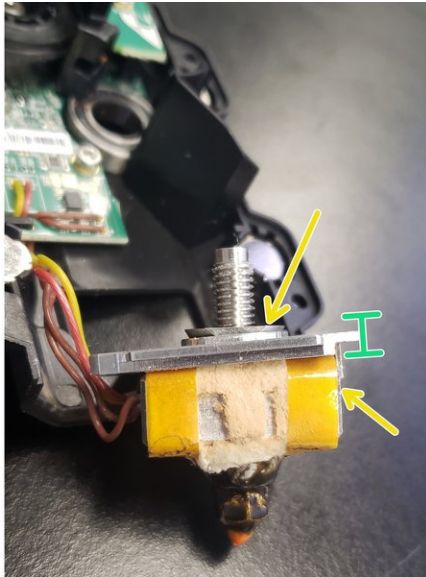
- Establish shift goals and responsibilities to meet said goals. Delegate specific tasks to LMs.  
**Assign these shift responsibilities** (listed in order of importance):
  - Keeping printers online (check on failing prints, "Printers: Attention," reloading filaments) and repairing extruders.
  - Checking up on and resolving old requests in the "Requests: In Progress" tab.
    - Send tickets for prints that we will be unable to meet the deadline. Send tickets for prints that have no deadline but are older than 3 business days.
    - If no response from customer in over 2 weeks, delete associated request in ICMP and verify helpdesk ticket was closed as "customer abandoned."
    - If necessary, queue jobs needed to complete the request.
  - Harvesting printers and slicing new requests.
  - Sitting at the front desk and interacting with customers.

## Step 3 — Clerical Duties



- Check the engineering helpdesk ticketing system (TW General and MIC ticket categories) and assign tickets as need. Handle SLM grade tickets (bulk orders, referral to AFL/IFL, etc.)
- Check ICMP and PaperCut (PC) platforms for both general and Keystone requests.
  - Ensure progress on bulk orders, approaching deadlines, and class prints (i.e. ENES100).
  - Address "Needs Approval tab (MIC) and assign slicing as needed.
  - Address Keystone room (PC) and assign slicing as needed.

## Step 4 — Repairs



- Check in with printer and extruder repair to ensure continuous progress.
  - Handle/supervise advanced extruder repairs. Verify repaired extruders on Jim or Cartay.
  - Handle/supervise extruder disassembly.
    - Clean heater block and nut thoroughly with IPA to correct homing errors.
  - If retiring, break down extruder, place parts into proper spare part toolboxes, and tape extruder shell together, labeling with date and final error.
- ⚠ Be sure to log retired extruder as "archived" in AMS and log a note with the reason for retirement.**
- If layer shifting occurs, check belt tension (too loose = layer shifting). Follow printer repair guide to troubleshoot and adjust or replace the belt.

## Step 5 — Repairs continued

**All Assets**

Showing 1 to 20 of 77 rows | 20 rows per page

Asset Name	Device Image	Asset Tag	Serial	Status	Notes	Activation Code	Checkin/Checkout
SE205		TW-0173	SA026289	Ready to Deploy			Checkout
SE48		TW-0180	S0335934	Ready to Deploy	Not in Repair Tracking sheet		Checkout
SE23		TW-0182	S0343815	Ready to Deploy   Deployed			Checkin
SE202		TW-0195	SA026290	Ready to Deploy   Deployed			Checkin

**View Asset TW-0182**

Details | Licenses | Components | Assets | **Maintenances** | History | Files

**Add Maintenance**

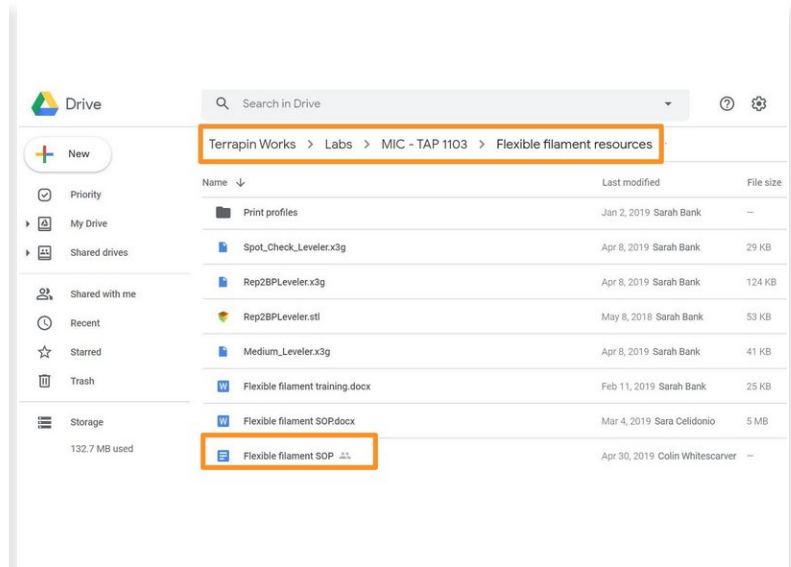
Showing 1 to 1 of 1 rows

Asset Name	Asset Tag	Location	Asset Maintenance Type	Title	Start Date
SE23	TW-0182	MIC (1103)	Repair	Homing Error	07/31/2019

- Assign regular repairs to LMs as needed. This includes: filament jams, "Attention" tab issues, etc.
- Keep Asset Management System up to date.
  - Check in/out all extruders as they come/go through the repair process.
  - **Log all maintenances** on extruders to keep track of errors and work being done on them.
  - See keystone office for extra/new extruders.



## Step 6 — Working with the Replicator 2



- The Rep 2 can print in flexible filament (ninja, cheetah, and semi flex), small ABS, and PLA (overflow situations only).
  - ⚠ Requests for Rep 2s will come through PC, so check PC regularly.
- Review the flexible filament SOP in google drive: Shared Drive->Labs->MIC - TAP 1103->Flexible Filament Resources->Flexible Filament SOP
  - ⚠ When printing in flexible material, never use rafts or supports.
- ① Bed leveling will be demonstrated and practiced in person. You will then submit a sample print on PC to print in flexible filament.