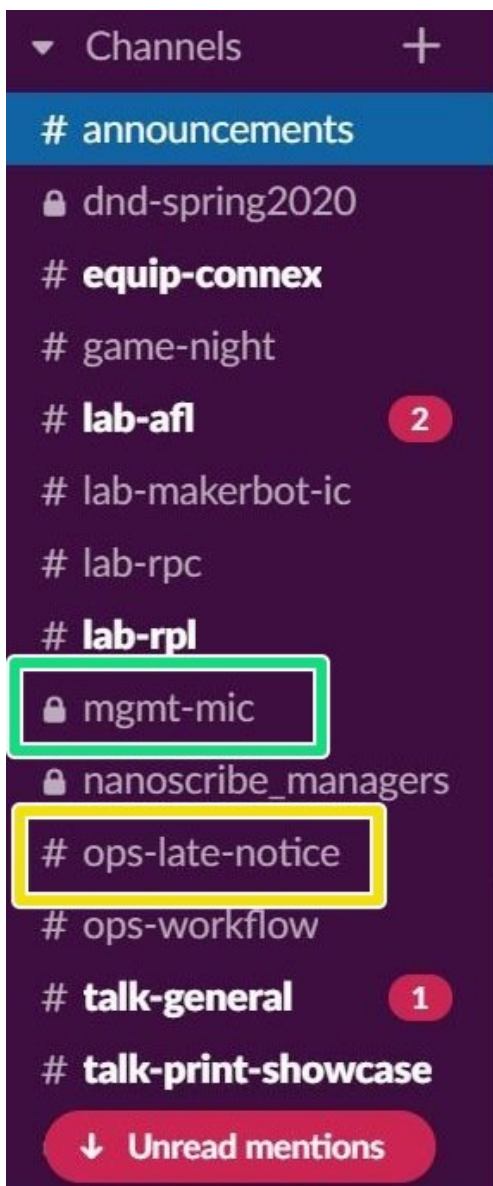# Administrative Tasks of the SLM

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

Written By: Rachel Elizabeth Hughes

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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.

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Step 1 — Arrival to Shift

- Open Slack, check messages, clock in on Paycor, and swipe for clock in.

  - **If opening shift:** Verify is 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

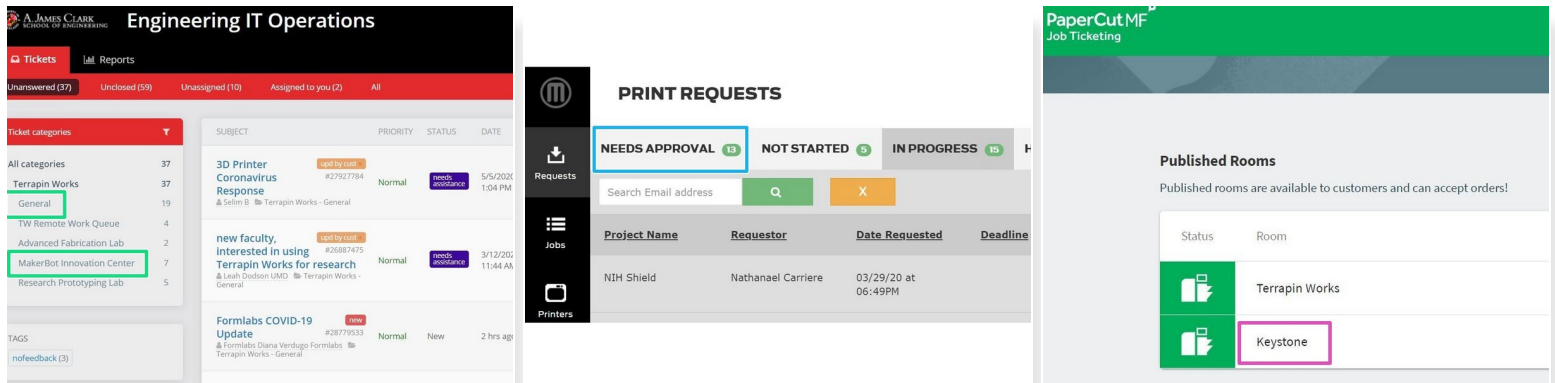 - Check *#ops-late-notice* for late notices if LM has not arrived on time.

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Step 2 — Delegation

- 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.

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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.

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Step 4 — Repairs
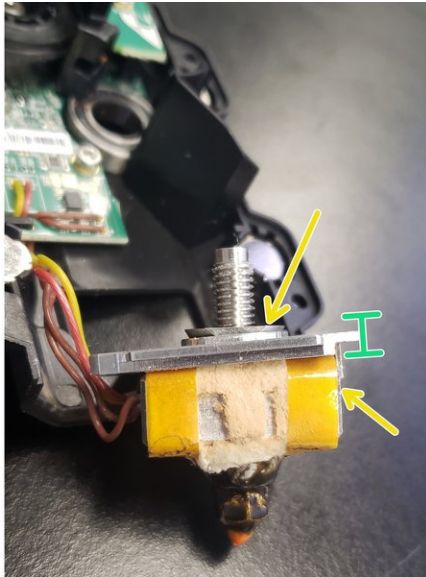
- Check in with printer and extruder repair to ensure continuous progress.

  - 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.

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Step 5 — Repairs continued

- 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.
    - (i) See keystone office for extra/new extruders.

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Step 6 — Working with the Replicator 2
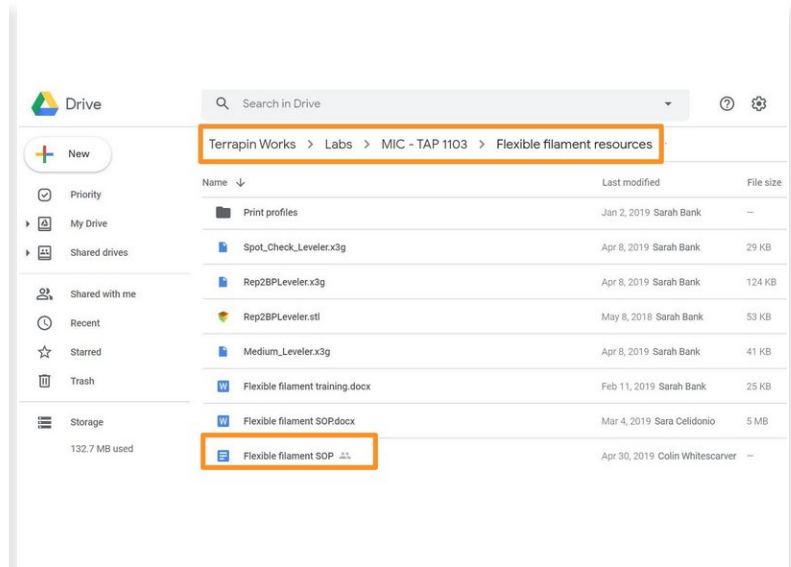
- The Rep 2 can print in flexible filament (ninja, cheetah, and semi flex), small ABS, and PLA (overflow situations only).

  ⚠ 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.

  ⓘ Bed leveling will be demonstrated and practiced in person. You will then submit a sample print on PC to print in flexible filament.

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