

<b>Job Title</b>	: <b>IT &amp; Data Operations Officer</b>
<b>Location</b>	: Ahmedabad, Head Office
<b>Experience Required</b>	: 3-4 years of relevant experience in IT operations, cloud services, or data workflows
	: Familiarity with various software's like AWS (EC2, RDS), and Google Workspace
	Experience with data pipeline tools and databases like Postgres, MySQL etc.
<b>Educational Qualification</b>	: B.Sc. in IT/Computer Science
	: BCA / MCA
	Exposure to chatbot platforms and flow configuration
<b>Skills Required</b>	: Strong communication and coordination skills
	Looking after organization website
	Bonus: Experience in data engineering or analytics
<b>Remuneration</b>	: As per market standards
<b>Application Deadline</b>	: 5 <sup>th</sup> February 2026
<b>Expected Date of Joining</b>	: At the earliest
<b>Apply at</b>	: <a href="mailto:careers@fwwbindia.org">careers@fwwbindia.org</a>

### **About the Position**

Seeking a versatile and proactive IT & Data Operations Officer to support our nonprofit's digital infrastructure and data workflows. This role blends systems administration, vendor coordination, and data operations, making it ideal for someone who thrives in a dynamic, mission-driven environment.

### **Key Responsibilities**

- **ERP Administration**
  - Manage and maintain the organization's ERP instance on the cloud
  - Liaise with ERP vendors to communicate requirements and troubleshoot issues
  - Ability to document requirements lucidly and manage knowledge transfer to vendor
  - Ability to oversee delivery as per timelines and participate in functional and non-functional testing of deliverables
  - Track procurement and use of licenses
  
- **AWS Cloud Operations**
  - Perform basic administrative tasks on AWS, including EC2 and RDS management
  - Monitor cloud resources and ensure uptime and cost-efficiency

- Oversee subscription and payment of invoices in a timely manner
- **Data Pipeline Oversight**
  - Operate and monitor data pipelines feeding into central storage and dashboarding tools
  - Be able to configure APIs and web hooks for data interoperability
  - Ensure data integrity and timely flow across systems
- **Google Workspace Administration**
  - Set up and manage email accounts, groups, and access controls
  - Implement and support 2FA and other security protocols
- **Bonus: Data Engineering & Analytics**
  - Ability to support data analysis and reporting for program teams
  - Working experience (direct/part-time or voluntary) with social impact organizations
  - Working knowledge/interest in working on AI - (Machine Learning, Prompt Engineering)
- **Coordination & Vendor Management**
  - Act as a bridge between internal teams and technology vendors ensuring clarity in requirements and smooth delivery.
  - Coordinate, follow-up and track vendor tasks to avoid delays or misinterpretation.
  - Support in onboarding new systems (HRMS/MIS/ERP/CRM etc.) with clear implementation plans.
- **Tech Transformation Role**
  - Be ready to troubleshoot immediate challenges during implementation and ongoing operations.
  - Serve as the focal point for digital and technology transformation initiatives of the organization.
  - Identify automation opportunities, workflow optimization, and technology improvements.
  - Support management in planning and executing digital roadmap.