

Job Title	: IT & Data Operations Officer
Location	: Ahmedabad, Head Office
Experience Required	: 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.
Educational Qualification	: B.Sc. in IT/Computer Science BCA / MCA Exposure to chatbot platforms and flow configuration
Skills Required	: Strong communication and coordination skills Looking after organization website Bonus: Experience in data engineering or analytics
Remuneration	: As per market standards
Expected Date of Joining	: At the earliest
Apply at	: careers@fwwbindia.org

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.