

Job Title: IT Support & Systems Coordinator**Location: National Co-operative Exports Limited (NCEL), Delhi****Reporting: Managing Director, NCEL**

Company Description:

National Co-operative Exports Limited (NCEL) is a distinguished National level co-operative created with the approval of the Union Government and the Ministry of Cooperation in 2023 and registered under the Multi-State Co-operative Societies Act, 2002. It is promoted by five prominent co-operative institutions - The Gujarat Co-operative Milk Marketing Federation (GCMMF, popularly known as the AMUL), Indian Farmers Fertiliser Cooperative Limited (IFFCO), Krishak Bharati Co-operative Limited (KRIBHCO), National Agricultural Co-operative Marketing Federation of India Limited (NAFED), and National Co-operative Development Corporation (NCDC).

Job Summary:

We are seeking an experienced and detail-oriented IT Support & Systems Coordinator to oversee the administration, maintenance, and optimization of NCEL's ERP, CRM, and in-house IT systems. This role will serve as the primary point of contact for employees' IT support needs, manage relationships with vendors, and ensure all systems operate efficiently, securely, and in alignment with business objectives. The successful candidate will play a key role in streamlining internal operations through automation, data-driven insights, and proactive system monitoring.

Key Responsibilities:**Software Maintenance & Administration:**

- Oversee daily upkeep, configuration, and optimization of ERP systems, CRM platforms, and in-house IT systems.
- Maintain thorough documentation for workflows, configurations, and troubleshooting processes.

Email & Network Management:

- Administer and troubleshoot corporate email services and environments.
- Set up, maintain, and optimize email configurations across the organization.
- Monitor and manage network connectivity, devices, and implement security best practices.

Internal Support & Training:

- Act as the go-to person for employees experiencing IT or software-related issues.
- Resolve technical queries internally or escalate to vendors as required.
- Conduct user training and develop knowledge resources to empower end users.

Vendor Coordination:

- Liaise with external vendors to resolve technical issues, track support tickets, and ensure timely resolutions.
- Collaborate with vendors on upgrades, feature requests, and system integrations.

Automation & Data Management:

- Create automated workflows using Excel, Word, and similar productivity tools.
- Support data analysis and visualization efforts using Python or industry-standard BI tools.
- Identify and implement opportunities to automate repetitive processes and streamline workflows.

Performance Monitoring:

- Proactively monitor system and network performance, identifying and resolving inefficiencies.
 - Recommend and implement process improvements to enhance IT service delivery.
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Qualifications & Skills:

- Bachelor's degree in Computer Science, IT, or a related field (Master's degree preferred).
 - 3+ years of experience in IT support, systems administration, or full-stack software development.
 - Strong communication, troubleshooting, and problem-solving skills.
 - Proven ability to coordinate between internal teams, vendors, and external partners.
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Technical Expertise**Infrastructure & Systems:**

- Email services management (Microsoft 365, Google Workspace, Exchange).
- Network configuration, monitoring, and security best practices.
- ERP and CRM system administration (SAP, Salesforce, NetSuite, etc.).
- Administration and support of in-house IT systems.

Automation & Productivity:

- Advanced Microsoft Excel, Word, and Office automation techniques.
- Workflow automation tools (Zapier, Power Automate, or similar).

Programming & Development:

- **Frontend:** React, JavaScript/TypeScript, Next.js, Vue.js, HTML5, CSS3, TailwindCSS.
 - **Backend:** Node.js, Express.js, Python, Django/Flask, Java/Spring Boot, .NET Core.
 - **Databases:** PostgreSQL, MySQL, MongoDB, Redis.
 - **DevOps/Cloud:** AWS, Azure, GCP, Docker, Kubernetes, CI/CD pipelines.
 - **Data Visualization:** Python (Matplotlib, Plotly), Power BI, Tableau.
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Nice-to-Have Skills

- Familiarity with IT service management (ITSM) processes and ticketing tools (Jira, ServiceNow).

- Knowledge of SaaS-based integrations and REST/GraphQL APIs.
 - Experience with IT security best practices and access control systems.
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Skills:

- Strategic and detail-oriented thinking.
 - Clear, confident communication with technical and non-technical teams.
 - Strong visual and analytical sensibility.
 - Ability to manage multiple projects simultaneously and incorporate feedback constructively.
 - Creative problem-solving skills in a dynamic environment.
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How to Apply

Interested candidates should send their resume and cover letter to: **career@ncel.coop** with prateek.verma@ncel.coop in cc and with the subject line:

“Application – IT Support & Systems Coordinator”.