

## **IT Operations Specialist - Tesla Power USA - APAC Office, Gurgaon, India.**

**About the Company:** Tesla Power USA is a leading renewable energy company that focuses on providing sustainable energy solutions. With a commitment to innovation and cutting-edge technology, Tesla Power USA aims to revolutionize the energy industry. Learn more about us and our mission by visiting our website at [teslapowerusa.in](https://teslapowerusa.in).

### **Job Description: ( Onsite Job - 7.2 LPA - Fixed + Incentives, Esops, and other benefits )**

We are seeking a highly skilled and versatile IT Operations Specialist to join our team at Tesla Power USA, APAC office located in Gurgaon, India. The ideal candidate will possess a diverse range of technical skills and have experience in handling multiple tasks within an office environment. This individual will be responsible for the following tasks:

#### **Responsibilities:**

1. Employee Dashboard Management:
  - Develop and maintain the employee dashboard system.
  - Troubleshoot issues and provide solutions for both backend and frontend aspects.
  - Ensure the smooth functioning of the dashboard and address any performance or usability concerns.
2. Accounts ERP Software Management:
  - Maintain and troubleshoot issues related to accounts ERP software, such as Logic and Tally.
  - Ensure the software is functioning correctly and efficiently.
  - Collaborate with the accounting team to address any software-related concerns.
3. Network, Firewall, and Cybersecurity:
  - Possess knowledge and experience in network administration, including setting up and maintaining network infrastructure.
  - Understand firewall configuration and ensure the network is protected against potential security threats.
  - Stay up to date with the latest cybersecurity practices and implement appropriate measures to safeguard the company's data and systems.
4. MIS for Stock Management and Billing at PAN India Level:
  - Develop and maintain Management Information System (MIS) for stock management and billing purposes.
  - Coordinate with various departments to ensure accurate and timely data input and analysis.
  - Generate reports and provide insights to support strategic decision-making at the PAN India level.

#### **Additional Skills:**

- Proficient in MySQL, Apache, and SQL for database management and administration.
- Familiarity with eCRM tools and the ability to monitor and analyse data from these tools.

- Knowledge of mobile service app help desk operations, including handling customer inquiries and providing technical support.
- Proficiency in Microsoft Suite (Word, Excel, PowerPoint, Outlook) for general office tasks and documentation.
- Ability to create and test applications for websites, utilizing programming languages and frameworks.
- Experience troubleshooting website problems and performing maintenance and updates as needed.
- Familiarity with HTML and CSS for website development and customization.

**Qualifications and Skills:**

- Bachelor's degree in Computer Science, Information Technology, or related fields.
- Strong proficiency in programming languages and web development (both frontend and backend).
- Experience in handling accounts ERP software, such as Logic and Tally.
- Familiarity with network administration, firewall configuration, and cybersecurity practices.
- Proficient in developing and managing Management Information Systems (MIS).
- Excellent problem-solving and troubleshooting skills.
- Strong attention to detail and ability to handle multiple tasks simultaneously.
- Excellent communication and teamwork skills.