About IITM Research Park

Innovation thrives when faculty, students and industry professionals interact in a formal or informal environment. The IIT Madras Research Park, promoted by IIT Madras, is India's first University based Research Park epitomising what can be achieved by this confluence - bringing unlike minds together. The Research Park provides over 1.2 million square feet of collaborative workspace for R&D companies and deep-tech start-ups to nurture, promote and sustain innovation and entrepreneurship through Industry - Academia interaction. The innovation ecosystem enables quick and easy formal and informal exchange of ideas leading to collaboration and commercialization of R&D, delivering strategic value by reducing the cycle time for innovation. IIT Madras Research Park is the top-most research and innovation ecosystem in the country - a bustling campus with about 6,000 professionals across 250 plus Corporate R&D Units, Multinational Research Centres, Public Sector, Government Research bodies, IIT Madras Centres of Excellence, Laboratories and Start-ups. IIT Madras Research Park is a Section 8 not-for-profit company.

Zoho Application Administrator

We are looking for a Zoho Application and System Administrator with 4-8 years of experience and responsible for administering, configuring, and optimizing Zoho applications and system infrastructure, ensuring seamless operations and process automation for business objectives.

Key Responsibilities

- Administer, configure, and manage Zoho applications, including Zoho CRM, Zoho Expense, Zoho Books, Zoho Creator, Zoho Analytics and related business solutions to fulfil organizational needs.

- Customize Zoho apps, develop and maintain automation workflows, API integrations, and connections with third-party systems.

- Oversee the day-to-day functioning, including enhancements, user access provisioning, data integrity, and application security within the Zoho suite.

- Monitor New Features and Functions introduced by Zoho and see how it can be leveraged by our organization

- Monitor system performance, conduct upgrades and updates, ensure data protection, and troubleshoot platform issues promptly.

- Create documentation and process manuals and keep them current; train and support users to maximize productivity and adoption of Zoho solutions.

- Generate and Analyse reports to guide business performance and process improvements.

Essential Skills & Qualifications

- Bachelor's degree in Information Technology, Computer Science, or a related field.

- 4-8 years of relevant experience in Zoho administration, system administration, or IT infrastructure management.

- Strong skills in workflow design, automation, custom scripting (Deluge), and managing API connections.

- Sound knowledge of security best practices, database management and backup, and user access control.

- Managing enhancement projects

- Hands-on experience in server administration (Windows/Linux), Active Directory, DNS, and cloud infrastructure (preferably AWS).

- Excellent communication, analytical, and documentation skills.

Preferred Qualifications

- Zoho certifications (CRM, Creator, etc.).

- Experience with IT policy management, security protocols, and compliance standards.

- Familiarity with automation and DevOps tools is considered a plus.

This role combines Zoho stack expertise with broader IT administration skills, supporting organization-wide digital transformation and operational excellence.

In case you are interested please forward resume to careers@respark.iitm.ac.in with

subject line "**Application for Post of Zoho Application and Systems Administrator**".