

Job Title: Technical Support Analyst			
Business Unit:	Piramal Swasthya	Domain:	Social Sector
Location:	Remote	Big Bet: Shared Services	Department: IT
Purpose of Job	We are seeking an Oracle NetSuite Technical Support Analyst to support and maintain our NetSuite ERP platform for a mission-driven nonprofit organization. This role provides technical support to users across India, ensuring system stability, data accuracy, and compliance with nonprofit accounting and reporting standards. This is equivalent to Band 2A position		
Key stakeholders	External		Internal
	Vendors/partners		F&A, Admin, Procurement, Donor
Reporting structure	Role directly reports to		Positions that report into this role
	PD		
Essential Qualifications	<ul style="list-style-type: none"> ● Bachelor's degree in Computer Science, Information Systems, or equivalent experience ● 6+ years of experience supporting Oracle NetSuite ● Experience with SuiteScript, workflows, saved searches, and custom records ● Understanding of accounting processes (GL, AP, AR) ● Strong troubleshooting and communication skills 		
Preferred Key Skill /Qualifications	<ul style="list-style-type: none"> ● NetSuite certifications (Administrator, SuiteFoundation, Developer) ● Experience with OneWorld and multi-subsidiary environments ● Experience in nonprofit / NGO environments ● Knowledge of grant management, fund accounting, or donor systems 		
Essential Experience	<ul style="list-style-type: none"> ● Record to report ● Procure to pay process ● Project & Grant Management ● Order to cash process ● Fixed assets management ● Finance, accounting & taxes ● Inventory management 		
Competencies	<ul style="list-style-type: none"> ● Fluent in communication, understanding requirements and Troubleshooting 		
Decision Making Control	<ul style="list-style-type: none"> ● Decide appropriate solutions and deliver the required solution within budget, time and in prescribed quality 		
Values			
Knowledge	<ul style="list-style-type: none"> ● Expertise – we strive for a deeper understanding of CSR domain ● Innovation – we aspire to do things creatively 		
Action	<ul style="list-style-type: none"> ● Entrepreneurship – we are empowered to act decisively and create value ● Integrity – we are consistent in our thoughts, speech and action 		
Care	<ul style="list-style-type: none"> ● Trusteeship – we protect the interests of our customers, community, employees, partners and shareholders ● Humility – we aspire to be the best, yet strive to be humble 		
Impact	<ul style="list-style-type: none"> ● Performance - We strive to achieve market leadership in scale and profitability, wherever we compete. 		

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| | <ul style="list-style-type: none">● Resilience - We aspire to build businesses that anticipate, adapt and endure for generations. |
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Key Roles/Responsibilities:

- Provide day-to-day technical support for NetSuite users, administration
- Troubleshoot issues related to configurations, scripts, workflows, integrations, and reports
- Support NetSuite Financials, including GL, AP, AR, budgeting, and fund/grant accounting
- Develop and maintain **SuiteScript (1.0 / 2.x)** customizations
- Manage data imports/exports and ensure data integrity, Master Data Management.
- P2P lifecycle management, Multi entity management
- Support integrations using REST/SOAP APIs and third-party tools
- Build saved searches, reports, and dashboards
- Assist with audits, FCRA compliance, and donor/grant reporting
- Collaborate with global teams in a remote environment

How to apply – Email ID for CV (Mandatory) - Recruitment.SS@piramalfoundation.org

For Application details link (Mandatory) - <https://forms.office.com/r/XTBv2FatPr>