JOB DESCRIPTION

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| Name of the Organization  | The Tata Power Company Limited  |
| Website  | https://www.tatapower.com/  |
| About the Organization  |  Tata Power, formerly a part of the three entities jointly known as Tata Electric Companies, is a pioneer in technology adoption, with many firsts to its credit, supporting the country's energy independence. From making India EV ready by installing the first EV charging stations in India, to being India's #1 rooftop solar provider, Tata Power is continuously exploring green technology and their applicability for customers.  |
| Profile Name  | Network Operation Centre |
| Location  |  Mumbai |
| Qualification |  Diploma in Electrical/C&I/Electronics Engineering |
|  Job Responsibilities   | * Monitor Chargers 24X7 for issues and uptime
* Handle customer queries & complaints
* Raise tickets and follow up for rectification of issues with charger and platform
* Notify customer after resolution
* Update FAQ documents
* Coordination with OEMs/service providers to update FAQ & resolution process
* Prepare MIS related NOC operation.
* Report fake information and alert concerned  teams
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|  Salary |  3 – 4.5 L.P.A. |
| Experience Required |  Minimum 2 yrs experience |