

POSITION DESCRIPTION



Position Title:	Business Analyst	Location:	USA/Canada
		Functional Group:	EAM
Position Type:	Exempt	Office Work:	Minimal
Work Status:	Full Time	Remote Work:	Approximately 50%+
Position Reports To:	Team Lead	Travel Required:	Approximately 50% + (USA)
Position Supervises:	None	Last Updated	08/2026

Position Purpose – Client/Outside Interface: Face of ACG in solution for EAM for IFS implementations. Use your knowledge and skillset to transition clients to IFS in the areas related to EAM domain. Serve as the EAM functional lead responsible for business process transformation, solution design, and successful implementation of IFS Cloud EAM capabilities. Act as a trusted advisor while driving industry best practices, solution adoption, and business value realization.

Position Purpose – Internal Interface: Work as a member of the functional team to help expand the group's knowledge and skills pertaining to understanding business, developing strong relationships, and IFS solutions.

A. ROLE AND RESPONSIBILITIES

- Provide a strong, empathetic, and accommodating partner to the customers project team.
- Continuously work to enhance your reputation as a trusted advisor by providing strong advice and extreme customer service.
- Work with Solution Architect and Project Manager to ensure the proposed IFS solution aligns with the client's strategic vision, requirements, and scope.
- Educate the client team on concepts related to IFS functionality and terminology.
- Client Advisory Responsibilities: Facilitate executive workshops, manage stakeholder expectations, drive business process standardization, and influence strategic asset management decisions.
- Lead EAM discovery and fit-gap workshops; define asset management operating models; design asset hierarchies, maintenance strategies, PM plans, work order processes, resource planning, spare parts optimization, condition monitoring, and asset lifecycle management.
- Develop, Manage, and Conduct customer project team training sessions and workshops.
- Identify, document, and develop solutions to close gaps between the customer's business requirements and IFS Product offering.
- Create Functional Specifications to describe CRIM development requirements to close gaps.
- Develop, configure, and demonstrate IFS Functionality through scenarios, defined by the client, to prove the IFS Prototype Solution is appropriate for the client.
- Train the client project team on their IFS Solution Prototype and work to transition ownership of the solution to the client.
- Assist the client stakeholders with ongoing ASTs/SATs scenarios with test script, migration, support defect management, and ensure requirements traceability and advice for implementation activities.
- Provide guidance and support for Go Live cut-over strategies.
- Provide insight into how the clients can effectively manage their designed IFS solution.
- Continue to develop your business acumen, knowledge of IFS, and industry norms.
- Continuously work to develop knowledge and skills to enhance the ACG team and its members.

B. PERFORMANCE MEASUREMENTS

- Client feedback (Customer Satisfaction)
- ACG team feedback
- Recognized performance on Implementation Projects (Utilization and Quality)
- Contributions to the organization's knowledge and expertise
- Adherence to ACG norms and standards
- AST/SAT Success Rate
- CRIM Quality, Knowledge Contributions, and Project Delivery Success.

C. EDUCATION/CERTIFICATION/SOFTWARE APPLICATION REQUIREMENTS

- Bachelor's degree in business
- Preferred Certifications: IFS Cloud EAM Certification, Project Management Professional (**PMP**)

D. EXPERIENCE/SKILLS REQUIREMENTS

- Fluent in English
- Self-motivated with the ability to work with minimal supervision
- A highly developed set of time management skills
- Strong problem solving and analytical skills
- Proven ability to learn in a fast-paced project environment
- Ability to manage competing priorities on multiple projects
- Proficient in MS Office Suite and familiarity with collaboration tools
- Preferred Experience in the following IFS Functionalities:
 - Document Management
 - Maintenance Planning
 - Asset operations & maintenance
 - Asset planning & realization
 - Mobile worker productivity
 - Planning and Scheduling Optimization (PSO)
 - Streams
 - Data Management - simple migrations
 - Resource management
 - B2B Contracting
 - GIS integration
 - Asset performance management.
- IFS Implementation Experience
 - Minimum 3 years of Enterprise Asset Management (EAM) consulting and business analysis experience.
 - Minimum 3+ years of hands-on IFS Applications / IFS Cloud implementation experience.
- Industry Experience
 - Prefer experience in Manufacturing and Energy Utilities and Resources (EUR).
- Soft Skills
 - Strong communication, presentation, and meeting facilitation skills
 - Comfortable dealing individuals from all aspects of an organization up through C-Suite

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- Negotiation, conflict resolution, strategic thinking, business process re-engineering, and workshop facilitation.

INTENT AND FUNCTION OF POSITION DESCRIPTIONS

Position Descriptions assist the Company to administer the hiring process fairly, to select qualified employees and to achieve an effective appraisal system with related promotion, transfer, layoff, and termination decisions. They also are an integral part of an effective compensation system.

*Position Descriptions are updated from time to time and include the essential functions and basic duties for the position. **The roles and responsibilities delineated in this Position Description are not all-inclusive. Additional roles and responsibilities may be assigned by supervisors or management as deemed appropriate.***

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Position Descriptions are not intended as and do not create employment contracts. The Company maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.