

POSITION DESCRIPTION

Position Title:	Systems Engineer	Location:	India/Sri Lanka
		Functional Group:	Technical Services
Work Status:	Employee	Remote Work:	Approximately 90%+
Position Reports To:	Team Lead	Travel Required:	Yes (up to 10%)
Position Supervises:	None	Last Updated	08/2026
Position Purpose – Client/Outside Interface: Face of ACG for ACG’s IFS Cloud Hosting Service and IFS Cloud Upgrades. Use your knowledge and skillset to onboard Clients’ IFS Cloud/IFS Applications systems to ACG’s IFS Cloud Hosting Service and maintain the Service according to established security and performance standards in the industry while adhering to the SLA commitments with the Client. Upgrade legacy versions of IFS Applications to IFS Cloud. Position Purpose – Internal Interface: Work as a member of the technical team to help improve the group’s, utilization and enhance knowledge and technical skills.			
A. ROLE AND RESPONSIBILITIES Server, System and Azure Cloud Administration: • Install, configure, and manage both physical and virtual servers. • Provision, maintain, monitor and troubleshoot IFS Cloud instances in Azure Cloud infrastructure to support ACG Cloud Hosting Service. • Handle support requests from ACG Cloud Hosted Clients. • Ensure server performance, availability, and scalability through routine maintenance tasks, updates, patches, and backups. • Administer operating systems such as Windows and Linux. • Monitor system health, resource utilization, and performance. • Implement and enforce security policies on systems. Network Management: • Administer the customers' Azure network infrastructure. • Monitor network performance and troubleshoot connectivity issues. • Implement and maintain network security measures, including Azure Gateway + WAF firewalls, intrusion detection/prevention systems, and VPNs. Software Management: • Deploy, configure, and maintain software applications used by the organization. • Manage software licenses and ensure compliance with agreements. Vendor Management: • Collaborate with external vendors and service providers to manage IT-related contracts, services, and support. Compliance and Regulatory Responsibilities: • Ensure IT systems adhere to relevant industry regulations and compliance standards. Documentation and Reporting: • Maintain accurate and up-to-date documentation of IT systems, configurations, and processes. • Generate reports on IT performance, incidents, and trends for management. Technical Requirements: • Azure AD App Registration and Administration. • IFS Cloud application installation and administration			

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- Azure Cloud subscription administration.
- Windows/Linux server installation, administration, and troubleshooting.
- Internal and Azure network management.
- Windows and MAC operating system administration and end-user support.
- Internal IFS Cloud hosting service inventory management.
- Oracle and MS SQL database management and administration on Windows and Linux
- Kubernetes and Docker Administration

B. PERFORMANCE MEASUREMENTS

- Client feedback
- 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

C. EDUCATION/CERTIFICATION/SOFTWARE APPLICATION REQUIREMENTS

- Bachelor's degree in computer science, Information Technology, or related field.
- Proven experience in IT systems and network administration.
- 3 or more years of experience with IFS Applications with IFS technician certification
- 3 or years of experience with IFS as an external consultant
- Certifications in relevant technologies (e.g., Microsoft, Oracle, Cisco, VMware, Linux) are a plus.
- Multiple full implementations and upgrades across different industries (preferred)

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.
- Strong communication, presentation, and meeting facilitation skills
- Comfortable dealing with individuals from all aspects of an organization
- Ability to manage competing priorities on multiple projects.

INTENT AND FUNCTION OF POSITION DESCRIPTIONS

Position Descriptions assist the Company to administer the hiring process fairly, to select qualified people 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.***