



Birla Institute of Technology and Science, Pilani

Off-campus Programmes and Industry Engagement

JOB DESCRIPTION

About BITS, Pilani	Birla Institute of Technology & Science, Pilani has been declared as an "Institution of Eminence Deemed to be University" by the Central Government of India in exercise of the power conferred under Section 3 of the UGC Act 1956 and is a renowned science and technology institute with Its headquarter located in Pilani, Rajasthan, India. In addition to Pilani, BITS Pilani has campuses in Dubai, Goa, Hyderabad and Mumbai. Work Integrated Learning Programmes (WILP) was established in 1979 focuses on providing continuing education to working professionals across different sectors. WILP has 45+ years of educating working professionals, 46+ programmes, 1,20,000+ working professionals graduated, 46,000+ working professionals enrolled.
Industry/Service	Higher Education
Post/Job Title	Senior Systems Engineer
Job Type	Regular, Full time
Reporting to	Senior Manager IT
Will also work very closely with	Faculty & Staff
No. of positions	1
Job Location	Hyderabad
Principal Accountabilities & Responsibilities	Job Summary We are seeking an experienced IT Infrastructure & Tool Integration Specialist responsible for supporting enterprise IT operations, third-party tool integrations, and infrastructure-related activities across the organization. The role involves coordinating with vendors for implementation and rollout of IT tools and services, supporting networking and firewall operations, assisting with SSO integrations, and providing operational support for cloud and on-campus infrastructure environments. The candidate will work closely with internal IT teams, external vendors, and operational stakeholders to ensure smooth deployment, integration, and support of enterprise applications, systems, and IT infrastructure services across the organization. Key Responsibilities 1. Third-Party Tool Integration & Rollouts • Support implementation and rollout of third-party enterprise tools and platforms • Coordinate deployment and operational support for Microsoft products and licensing • Assist in rollout of asset-management tools, email-sending platforms, and upcoming enterprise applications • Coordinate with vendors for setup, configuration, testing, and onboarding activities • Provide post-deployment operational support and issue coordination 2. Networking & Infrastructure Support • Support Internet ILL connectivity and general networking activities • Assist with firewall configuration, IP setup, DNS, and network connectivity support • Coordinate with ISPs and vendors for network-related implementations and issue resolution • Support on-campus server setup and infrastructure-related activities • Maintain infrastructure documentation and configuration records 3. Cloud & AWS Operational Support • Assist in straightforward AWS and cloud-related operational activities • Support backup and restoration tasks under guidance from senior IT leadership • Coordinate routine cloud administration and monitoring activities • Provide operational support for cloud-hosted services and infrastructure components • Assist with access management and system availability monitoring 4. SSO Integration & Vendor Coordination

	• Support SSO integrations for internal and third-party applications • Coordinate with vendors for authentication, access management, and integration setup • Assist in testing, validation, and rollout of integrated applications • Track implementation progress and ensure timely completion of assigned activities • Support issue resolution and post-integration stabilization activities 5. IT Operations & User Support • Provide day-to-day IT operational and application support • Manage tickets and coordinate with relevant teams for issue resolution • Support users with system access, configuration, and troubleshooting activities • Prepare SOPs, operational documentation, and user guidance materials • Support smooth rollout and adoption of new IT systems, tools, and infrastructure services
Qualification and Personal Profile	• Bachelor's degree in IT / Computer Science / Information Systems / Engineering or related field • Minimum 5–8 years of experience in IT Infrastructure, Networking, System Administration, Tool Integration, IT Support, or related IT operations roles • Hands-on experience in third-party tool implementation, rollout, and operational support • Experience working with vendors, internal IT teams, and business stakeholders • Exposure to Microsoft products, licensing • SSO integrations, and enterprise application support • Basic working knowledge of networking, firewall, IP configuration, and cloud/AWS operational activities • Experience in deployment, implementation, and post-rollout support activities
Other Skill and Ability Requirements	Technical Skills Required • Good understanding of networking concepts, firewall configuration, IP setup, DNS, and connectivity troubleshooting • Experience with Microsoft products, licensing, and enterprise tool administration • Exposure to third-party tool integration and rollout activities • Basic working knowledge of AWS / cloud operational support activities • Experience in System Administration and IT Infrastructure support • Knowledge of SSO integration concepts and authentication mechanisms • Experience with ticketing systems and vendor coordination • Basic understanding of server setup, application deployment, and operational support • Experience in IT support and production issue handling Soft Skills Required • Strong communication and stakeholder management skills • Good documentation and coordination abilities • Logical and analytical thinking • Strong problem-solving ability • Attention to detail and operational ownership • Ability to work cross-functionally with internal teams and external vendors • Ability to manage multiple rollout and support activities simultaneously • Willingness to learn and adapt to new technologies and tools