

Honeywell Job Description			
Job Title:	Graduate ICT Engineer		
Reports To:	Engineering Supervisor/Operations Manager/Project Leader		
Department:	Service	Matrix Manager:	Senior ICT Systems Engineer
SBG / SBU:	HBT/HBS	Date Compiled:	January 2018

Position Purpose/Summary

- Contribute to the designing, engineering, configuring, implementing, commissioning and supporting of ICT infrastructure and connected services (Server, Storage, Network, Virtual Platforms), Enterprise Applications (Honeywell Software: EBI, DVM, EM), and ELV Integration at both new and existing client sites.
- Strike an appropriate balance between working with external ICT & Integration vendors and suppliers as well as being able to maintain a high level of hands on technical involvement and supervision.
- Work directly with vendors and internal/external specialist in order to test and develop the best integration methods taking into account efficiency, cost and requirements for the project and ongoing service.
- This role will suit a highly-motivated person who enjoys working to the highest standards, in a fast paced technical environment with a lot of variety.

Key Accountabilities / Deliverables of the role

KEY INDIVIDUAL ACCOUNTABILITIES / DELIVERABLES

- Develop high-level designs using the best of breed technology to support Honeywell systems, including Servers, Storage, Virtualisation, and Networking.
- Provide technical knowledge on integration requirements to help support new and existing sites, particularly in the connected services space. The role will focus heavily on integrating systems via open building protocols (eg. BACNet, Modbus, OPC) into Honeywell software platforms (Enterprise Building Integration, Energy Manager, Digital Video Manager).
- Provide a high level of technical expertise to support the delivery of project packages and the maintenance of existing complex system installations at client sites. This role will have a focus on the implementation and support of Honeywell software platforms such as EBI, DVM and Energy Manager and broader connected services.
- Provide expert advice using current technical knowledge as to the procurement, configuration and implementation of the underlying architecture and technologies for new Honeywell led systems, with the aim of ensuring supportability, expansibility and flexibility.
- Develop site-specific documentation including configuration, engineering, O&M, testing and commissioning manuals and procedures.
- Have a good understanding of networks, network principles and IT industry processes and procedures as well as industry open building protocols.
- Have good current and up-to-date technical knowledge of Honeywell supported products (EBI, DVM, Energy Manager) including participation in EBI advanced college training.
- Ensure high availability and performance of Honeywell maintained IT services by diagnosing complex problems, tuning to improve performance, maintaining and supporting the underlying infrastructure, monitoring of network and system intrusions, provision of switch and router configuration management, including liaison with Project Team, Honeywell Support, and ICT hardware and software vendors where advanced diagnosis is required.

- Protect the integrity of the Honeywell implemented software, server and network infrastructure and services by managing access, monitoring global ICT security news and technological developments, and acting on these using vendor advice and current technical knowledge.
- Liaising with internal project leads and external project representatives to ensure design aligns with requirements. Evaluate project implementations, reporting on performance against goals and contract deliverables, and recommending further actions as appropriate.
- Ensure project (PMP/Prince2) & service (ITIL) management methodologies are followed in the delivery of ICT packages, and appropriate change management for server software upgrades, significant system changes and implementation of any new Honeywell product features or versions.
- Be able to deploy and maintain enterprise backup & anti-virus solutions for Honeywell maintained systems.
- Contribute to the development of project plans, schedules, and design/configuration documentation.
- Develop effective working relationships with Honeywell's Software Support Group (PTAC), systems users and software vendors, to ensure systems can be well maintained, used effectively, and that requests for action to correct system problems can be attended to effectively and promptly.
- Keeps abreast of all relevant developments and innovations in the IT field and researches best practice methodologies.
- Ensure that skills are maintained and enhanced in "specialist" area(s) relating to product knowledge, services knowledge, or industry knowledge
- Self-direction in identifying and suggesting training opportunities
- Other duties as required.

Key Success Factors (Key Metrics / KPIs / Deliverables)

- Achievement of project/renewal milestones
- Meet/exceed customer satisfaction KPIs
- Achievement of assigned goals and objectives

Interdependencies

- Consistent delivery of Exceptional Service Support solutions and innovation to customers
- Expansion of business value within the market via delighted customer philosophies.
- Consistently exceeding customer expectation.
- Balancing the demands and needs of internal and external stakeholders.

Qualifications/ Experience/ Knowledge

Job Specifications	General
Required Licenses, Accreditations / clearances / statutory requirements	N/a
Education / Qualifications	<ul style="list-style-type: none"> • Technical Diploma and/or Tertiary Education in Information Technology/Systems or Computer Science (Essential). • Certification and/or Training in relevant ICT industry technologies such as MCSA/MCSE (Microsoft), VCP (VMware), CA (Citrix) or similar.

Experience	<p>Essential</p> <ul style="list-style-type: none"> • Good Understanding of virtualisation, networking, servers, storage, and enterprise applications. • Excellent analytical and problem solving skills and the ability to develop innovative and creative solutions in a complex multiple systems environment. <p>Desirable</p> <ul style="list-style-type: none"> • Experience in the implementation and maintenance of Honeywell Software (EBI, DVM, Energy Manager). • Understanding of building support systems such as BMS, Security and CCTV. • Experience in implementing IT solutions and working with vendors in a construction project environment. • Experience in the implementation of ITIL practices, continuous improvement and client focused service delivery standards and methodologies in large and complex organisations.
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Professional Skills / Knowledge	<ul style="list-style-type: none"> • Excellent effective communication (verbal and written) and interpersonal skills, along with proven ability to interact professionally with clients. • Self-motivated, ability to meet deadlines and work well under pressure, determine own work priorities, work independently and as part of a team. • Excellent technical writing & documentation skills. • Excellent knowledge of IP network technologies (switch, router, firewall) and solutions, and proficient with IP addressing and allocation • Basic network fault finding capability • Knowledge of system monitoring toolsets highly desirable. • Proficient with Microsoft Office applications • A strong commitment to safety and a safe working environment.
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Behaviour Competencies

Competency	Definition
Analysis/Problem Assessment	Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data from different sources; identifying cause-effect relationships.
Communication	Expressing ideas effectively in individual and group situations (including non-verbal communication); adjusting language or terminology to the characteristics and needs of the audience.
Customer Service Orientation	Proactively developing customer relationships; making efforts to listen and to understand the customer (both internal and external); anticipating and providing solutions to customer needs; giving high priority to customer satisfaction.
Innovation	Generating creative solutions to work situations; trying different and novel ways to deal with organisational problems and opportunities.
Judgement/Problem Solving	Committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into consideration resources, constraints, and organisational values.

Technical/Professional Knowledge	Having achieved a satisfactory level of technical and professional skill or knowledge in position-related areas; keeping abreast of current developments and trends in area of expertise.
Individual Leadership/Influencing	Using appropriate interpersonal styles and methods to inspire and guide individuals (direct reports, peers, and senior managers) toward goal achievement; modifying behaviour to accommodate tasks, situations and individuals involved.
Safety Awareness	Being aware of conditions that affect employee safety.
Work Standards	Setting high goals or standards of performance for self, direct reports, others, and the organisation; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.

Please note:

This role may be subject to ongoing criminal history checks, random drug & alcohol testing and / or medical examinations in line with Honeywell, customer and statutory specifications and it is a requirement of the role to satisfy these requirements.

Approved by Direct Manager <i>(Initial)</i>	Approved by 2nd Level Manager <i>(Initial)</i>
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