

## Honeywell Job Description

<b>Job Title:</b>	Graduate Service Engineer – LSS		
<b>Reports To:</b>	Field Service Manager		
<b>Department:</b>	Life Cycle Services		
<b>SBG / SBU:</b>	PMT/HPS	<b>Date Compiled:</b>	6 April 2017

### Position Purpose/Summary

The purpose of the role is to service and install across a large variety of industrial solutions, provide the support service, sales and internal technical communication, responsible for small project implementation. The work is diverse and challenging. Work involves Honeywell SCADA, PLCs and DCSs, along with advanced software applications.

### Key Areas of Responsibility

This role will provide assistance to the Field Service Manager and broader team regarding:

- Entire lifecycle management of systems and projects
- Implementation of Control Systems projects, typically using Honeywell TDC/TPS, Experion, HPM, C200/C300 controller, supervisory systems, and/or third party PLC controllers. Along with this using current technology server/PC and networking hardware including virtualisation and cyber security methodologies.
- Implementation of projects using Honeywell and third party tools and processes, provide input for constant improvement of processes
- Small project Management - Projects are delivered on time, on budget and to the desired quality standards
- Programming of controllers in a variety of languages
- Maintain, install and service industrial control equipment on a variety of industrial sites
- Familiarity with wide variety of industrial plants & applications as applicable to control systems
- Conduct customer acceptance testing and final commissioning of systems on site
- Comply with Honeywell engineering processes tools and methodologies
- Provide technical support to peers, which may include other technical representatives, Account Managers, Project Engineers etc.
- Attend to priority emergency service for troubled site(s)
- Assist customer in designing and implementing control systems utilising Honeywell automation systems
- Development and maintenance of site-specific documentation and quality assurance information as required by team leader
- Utilise more complex diagnostic procedures, specialised test equipment or software packages for problem resolution
- Anticipates customer's future needs and provides solutions. Takes action to improve customer satisfaction
- Identify and communicate sales and service opportunities and contribute to contract business development and ensure value delivery to Honeywell customers
- Provide sales assistance for estimation, proposal preparation, demonstration of capability
- Actively participate in activities to ensure a safe working environment.

## Qualifications/ Experience/ Knowledge

<b>Job Specifications</b>	<b>General</b> (Define as "Essential" or "Preferred" and Qualify Statements as "Excellent", "Good / Proficient" or "Basic")
<b>Education / Qualifications</b>	<ul style="list-style-type: none"> <li>Bachelor's Degree or equivalent in technical discipline (Automation, Instrumentation, Electronic, Electrical, Networking or Mechatronics Engineering)</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience with direct customer contact</li> <li>Passion for innovation and new technology</li> <li>Experience working with contractor/s.</li> </ul>
<b>Professional Skills / Knowledge</b>	<ul style="list-style-type: none"> <li>Additional skills in the areas of SCADA systems radio communications, database interfacing and web design also desirable</li> <li>Understanding of industrial work culture</li> <li>Excellent communication skills (oral and written). The ability to communicate complex issues concisely and with clarity.</li> <li>Exceptional PC skills and knowledge of Microsoft software.</li> <li>Ability to interact and build relationship with customers</li> <li>Knowledge of network based systems on various operating systems</li> <li>Good understanding of the financial aspects of engineering</li> <li>Demonstrates training skills</li> <li>A strong commitment to safety and a safe working environment</li> </ul>

## Behaviour Competencies

<b>Competency</b>	<b>Definition</b>
	<ul style="list-style-type: none"> <li>Strong communication skills</li> <li>Able to multitask and manage priorities</li> <li>Self-motivated and ability to work independently with little or without supervision</li> <li>Strong customer service sense</li> <li>Strong team player</li> <li>Self-aware and quick learner</li> <li>Integrative thinker</li> <li>Constant commitment to do things better</li> <li>The ability to work under pressure</li> </ul>

Approved by Direct Manager (Initial)

Approved by 2nd Level Manager (Initial)