

POSITION DESCRIPTION

TITLE	Systems integration specialist	Band 3
REPORTS TO:	Field Service Leader	

Position Purpose

Provides direct field support for resolution of Honeywell technology issues at New Oakville Hospital and the GTA branch. Responsible for maintaining the systems operational and assisting field staff with technology issues.

Dimensions

- Provide direct technical support for GTA district.

Principal Accountabilities

1. Maintain EBI systems at New Oakville Hospital and the Honeywell side of the interfaces to the systems that our Enterprise Buildings Integrator (EBI) integrates with.
2. Troubleshoot interface problems (software, TCP/IP & UDP networking, RS485 bus) with building automation, security and fire systems.
3. Provide field support for technical issues that the primary site technician is unable to resolve.
4. Triage support calls and leverage the Honeywell Technical Assistance Centre (TAC) when appropriate
5. Draft 'white papers' to field technical staff to assist in set-up and trouble shooting of systems.
6. Develop scripts and custom interfaces as needed to improve local systems.
7. Perform preventive maintenance on multiple systems in order to keep software updated.

Education and Experience

- B.Sc. Degree, mechanical, electronics engineering or computer science preferred or equivalent job related knowledge
- Proven leadership, communication, time management and technical troubleshooting skills.
- Proven knowledge of HVAC, fire and security systems
- Proven knowledge of networking and troubleshooting with Wireshark or other packet dissectors
- Knowledge of industry standard protocols BACNet, Modbus and OPC
- Technical writing skills to support documentation of problem resolution / installation improvements.
- Experience working with integrated systems and development of scripts
- Knowledge of virtualized infrastructure (ESXi, vMotion) an asset