

Senior Technical Engineer

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Company: CMS

Location: United Kingdom

Category: arts-design-entertainment-sports-and-media

Job Details

Senior Technical Engineer

Key Role Requirements

The Senior Technical Engineer role is an onsite position responsible for the oversight of the security systems across the Bank's UK and EMEA portfolio. The role focusses on maintaining the systems to deliver optimum performance and minimising business impact and service disruptions.

Duties will also include escort and assisting specialist sub-contractors performing planned/reactive maintenance and all other maintenance and engineering work functions as required.

Working to SLA deliverables around reactive and PPM tasks and understand the requirements to work in accordance with, Standard Operating Procedures (SOP) where required.

The working shift pattern is Monday to Friday.

Key areas of accountability, responsibility and success factors will be:

Be proactive in ensuring the Bank's security systems are operating optimally.

Carry out detailed fault analysis, investigations, and produce detailed post-incident reports on system and asset failures, identifying causal and root causal factors, and provide remediation measures for resolution.

Ensure that firmware and software upgrades are applied to all security assets, and work alongside the Bank's technical teams in delivering system upgrades.

Ensure that all security assets are registered on iSac and Tririga. Produce a monthly validation report and implement corrections. Escalate any known issues to management.

Support the Bank's IT patching process. Carry out a risk assessment on any impact from the application of security and operational patches with a focus of reducing system downtime during the patching window (weekend work).

Complete asset lifecycle reviews for all security assets and provide recommendations for upgrading to a new version.

Complete a monthly reactive works report identifying areas of non-compliance.

Complete a monthly planned preventative maintenance report identifying corrective actions raised and completed, and any areas of non-compliance.

Undertake reactive services in line with the response times outlined in the SLA covering the sites specified as part of the London Campus.

Assist in developing smart PPM plans for the Bank's risk areas. The focus should be on data analysis and continual improvement.

Act as a conduit for the transition of security related projects (change the bank) into BAU (run the bank), in line with industry best practices and security standards. This includes but is not limited to, making sure O&M manuals have been received and stored securely.

Product lifecycle information is accurately understood and registered. All relevant support contracts are in place with agreed SLAs and KPIs, start/end dates, list of stakeholder contacts, and clearly defined response times. All asset information is transferred to BAU PPM logs

Oversee system programming and commissioning.

Assist in providing annual forecast and budgeting information based on accurate asset and lifecycle logs, for all security assets in use.

Act as a Subject Matter Expert (SME) for technical security and provide analysis, roadmaps, and guidance with a focus on integration, innovation, and continual improvement.

Arrange and/or conduct product demonstrations, technical training, and participate in workshops to ensure optimal system usage.

Experience

A minimum of years' experience working as a Senior Technical Engineer or Systems Engineer role in the corporate environment.

A minimum of years' experience on CCure with experience in supporting all aspects of M&E building maintenance / electrical infrastructure services.

Extensive knowledge of Video Surveillance Systems, CCTV, intruder systems and other security systems.

Working knowledge of networking and server technology.

Experience in working to and within electrical AP standard working processes and procedures.

Qualifications

CCure Level qualified (current)

Victor VSS System qualified

Traka Software trained

City & Guilds or NVQ Level equivalent.

Recognised Electrical CP/AP qualification. [Advantage]

Recognised Networking qualification [Advantage]

IOSH Managing Safely. [Requirement]

Good report writing skills and presentation demonstrating a structured approach to problem solving and written communication.

Strong skills (Microsoft application suite – particularly Excel)

if you are interested in the role please call Reiss Gordon on / , alternatively you can email

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