

# Information Pack

## SENIOR SYSTEMS ENGINEER

**Joule Group**

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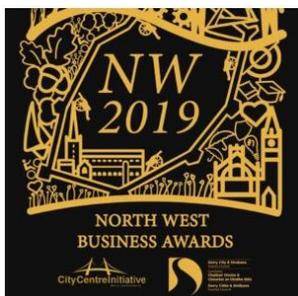
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Joule Group accomplishments and achievements can be found at  
<https://joule-group.com/stories/>

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## Chief Executive Officers Foreword

Thank you for taking an interest in this brand-new job opportunity within the **Central Service Division** of **Joule Group**.



Joule Group is an independent firm of fire safety designers, engineers, consultants and technology solutions specialists. We strive to ensure all aspects of fire safety are balanced and fully coordinated in design, construction and operation.

At Joule Group we are trustworthy and ethical in how we interact with others from clients and project teams to communities. We are customer and end user centric and are determined to cultivate this philosophy in everything we do including our people, our services and our products. We have established a solid portfolio of clients and projects across the globe and have 200 live projects underway. Some of our current signature projects are:

- ✚ Al Maktoum International Airport Project, Dubai, will be the world's largest global gateway with capacity for more than 160 million passengers per year.
- ✚ 90,000-Seater World Cup Stadium Project, Qatar.
- ✚ Tesco Barking Project, London, involving the development of 12 residential apartment blocks, community hub, commercial spaces and a Tesco store.

As Joule Groups success story continues, we have established a new segment to our group known as Joule Digital Solutions. Our vision is to disrupt the market by offering a range of technical and digitally excellent products and solutions for building owners and operators. We are delighted to announce our first product: - TFS-COMPLIANCE which effectively digitises the regulatory fire safety maintenance process for building owners and operators.

The **Senior Systems Engineer** will be crucial to help us continue to drive swiftly forward into the next stage of our journey into the arena of digitalisation, system infrastructure and new system technologies. The person will be responsible for coordinating the construction, maintenance, and expansion of Joule Group's management information systems, and for delivering high-quality IT user support across our offices in Derry, Belfast, London, and Dubai. The person will also apply strong technical acumen to present new solutions to address complex application and network issues including the integration of new technology that will promote long term efficiencies and success.

Our core business and people values are the foundation for the way we work and do business, and how we conduct ourselves in the service of our customers. Through excellence, integrity, honesty, positivity, and ownership, we have already created a vibrant company culture where ideas can blossom, people can thrive, and success can flourish.

This is an exciting time to join our Group and to be a part of developing a pathway to IT transformation within the fire safety market sector. The role will be both demanding and rewarding. You will have the opportunity to become a key member of our central team and to be part of a growing organisation.

If you share our growth vision in a fast-moving challenging and complex environment, we encourage you to apply.

John McColgan

Founder & CEO

John Noone

Founder & CEO

## Company Profile

Joule Group's founding partners, John McColgan & John Noone, gained Bachelor of Science Degrees in Fire Engineering in 2003 and have since acquired extensive experience of Fire Safety Management and Consultancy across twenty different countries. Having worked within a variety of reputable multinational professional services firms they developed a strong vision to transform, disrupt and modernise the Fire Safety industry which led to the birth of Joule Group in early 2017.

Joule Group introduced a relatively new concept and are now internationally recognised for their services. The company started off with a small number of clients and have since cultivated a strong portfolio of prestigious projects across the globe. The company has successfully executed over 150 projects with an array of both new and current builds, nationally and internationally across the United Kingdom, Ireland, Middle East and Africa. Since inception, the number of permanent direct employees has increased from 2 to 30 with plans for continued growth and expansion over the next three years from both a people and operational perspective.

Joule Group opened its first operations studio in Dubai, United Arab Emirates with only two employees. Their focus was to offer an array of novel specialist skills and expertise to clients enabling them to achieve and maintain Fire Safety capabilities in building design, operations and maintenance.

In 2018, John McColgan & John Noone, enhanced their vision and aspired to further disrupt the Fire Safety industry by digitally transforming their Fire Safety Services. By the end of 2018, the employee headcount had more than doubled due to growth in their client base and future digital aspirations.

In 2019, Joule Group established brand-new Head Quarters in Derry and opened three additional operations studios in Qatar, London and Belfast to support the expanding client and project base. They have built trusted client-centre relationships across the globe, helping the organisation to flourish and to become industry leaders in the fields of Fire Engineer and Fire Safety.



Joule Group does amazing work by combining the tried and tested with innovative technologies and methodologies that enhance client efficiency and effectiveness in all areas pertaining to fire safety. This is evidenced through the following recognition award in 2019:

 'Distributor of the Year' | Great British & Northern Irish Entrepreneur Awards

In March 2019 Joule Group created and launched a new division – Joule Digital Solutions. The aim is to design, develop and deliver innovative technology solutions for the built environment.

The new division will offer complete digital fire and life safety services and solutions, across a wide range of sectors to include Aviation, Transportation Infrastructure, Sports Venues & Stadia, Performance & Arts, Healthcare, Commercial & High Rise, Hospitality, Industrial and Retail Malls.

Our First Product TFS-COMPLIANCE had its MMP (Minimal Marketable Product) launch in September 2020.

TFS-COMPLIANCE won the 'Excellence in Innovation' award earlier in the year at the North West Business Awards which was our first significant achievement.

In 2021, Joule Digital Solutions plan to kick start their resourcing growth strategies by building their own in-house software development team. This growth will continue throughout several years as we cultivate our digital services function and our product offerings.

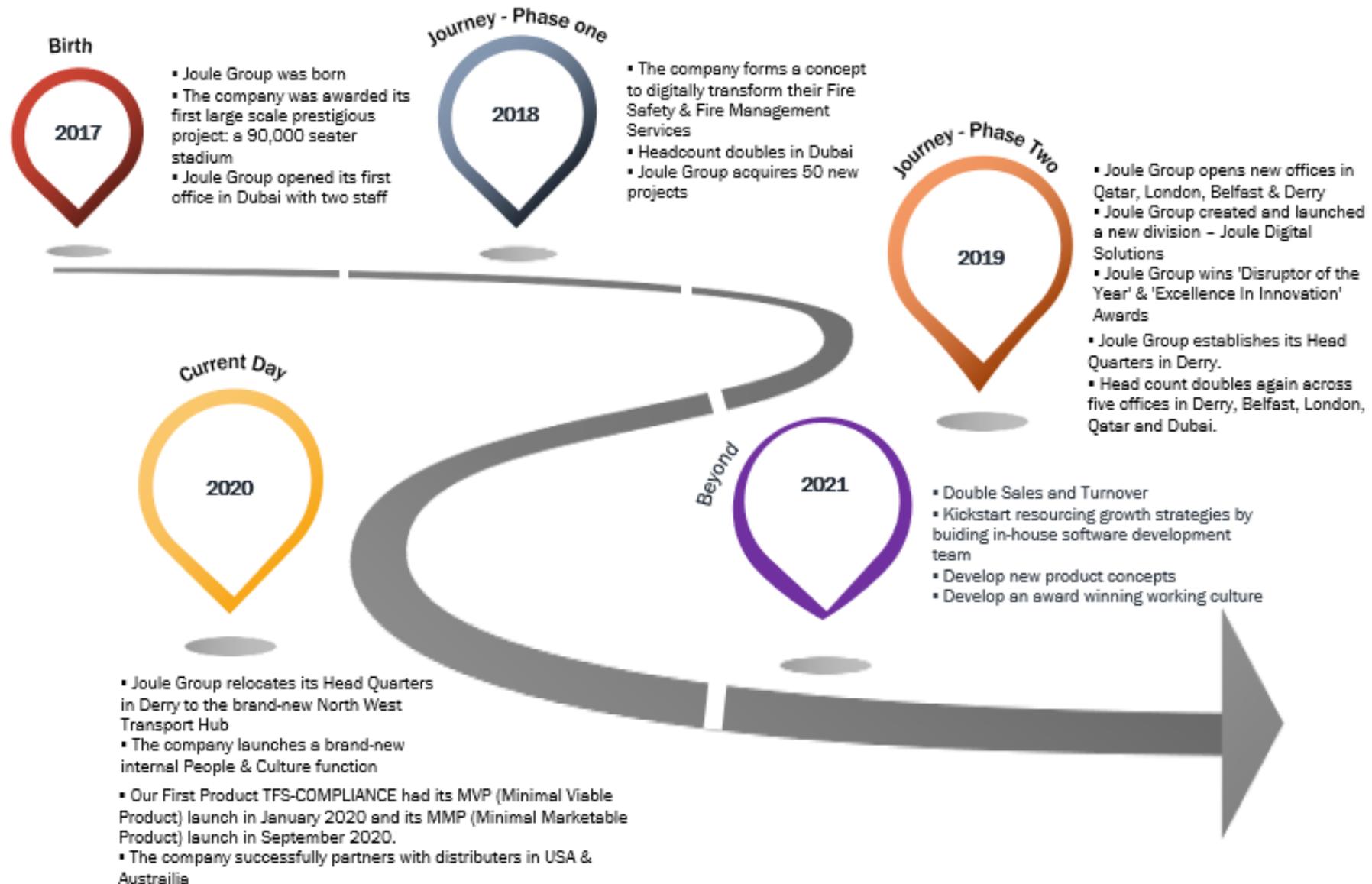
The executive team are passionate about creating and maintaining value-added, long term partnerships with current and new clients; with an overriding focus on long-term impact and retaining clients for life.

Joule Group is a fast-growing organisation incorporating Fire Safety & Management Consulting and Digital Solutions to the Fire Safety Market.

Joule Group embrace positive change in our people and drive change for our clients. We encourage our staff to be Advisors, Confidantes, Strategists, and Innovators



## Key Milestones

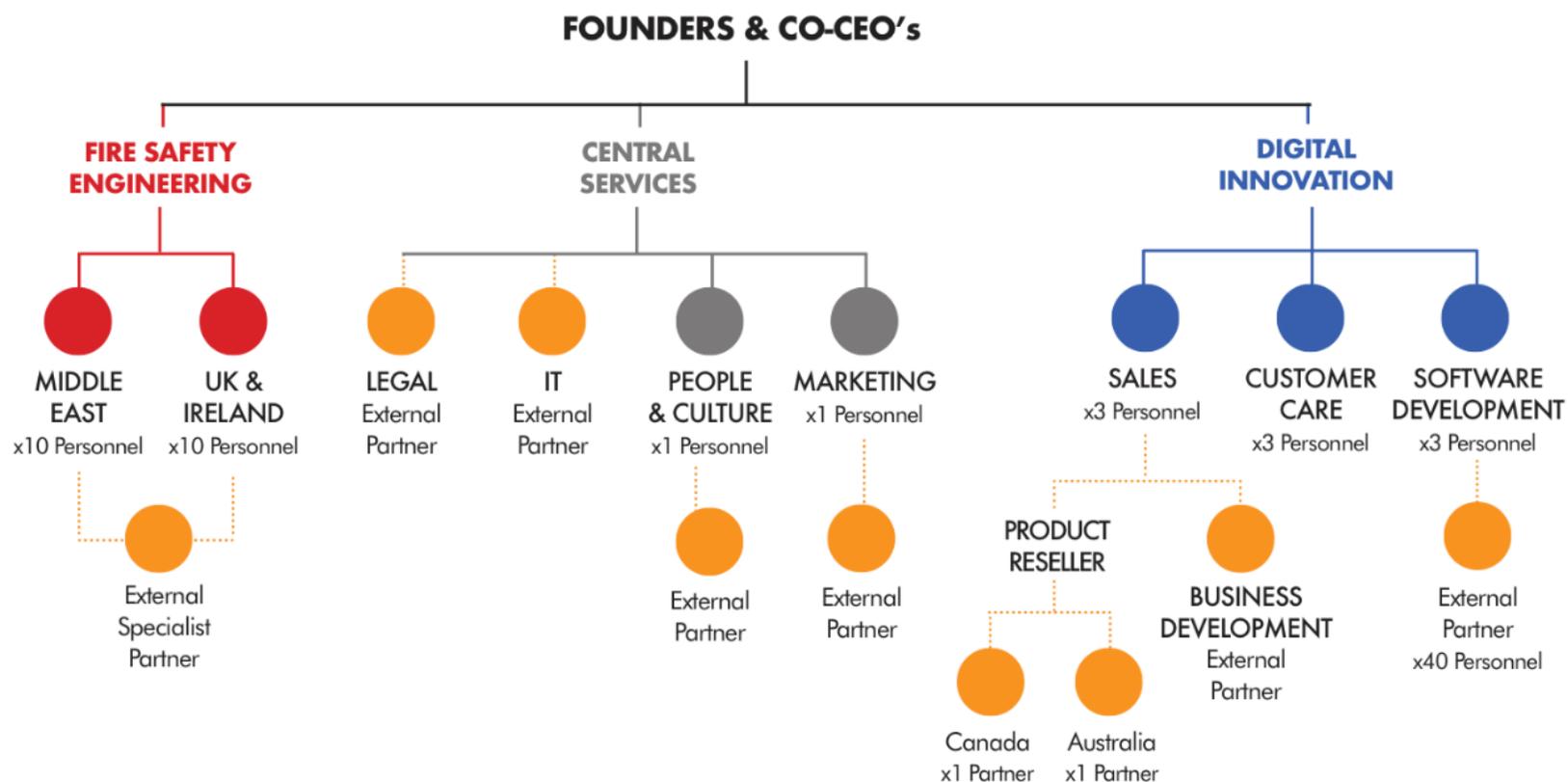


## Joule Group Team



Below is a snapshot of the current structure at Joule Group.

The *Senior Systems Engineer* is a newly established role within Joule Group and will rest within the Central Services Division. We are now looking for a technically creative IT specialist with a solid foundation across multiple network and cloud-based platforms (e.g. AWS, Office 365) to join our Group Central Services Team. This role will organise, develop, and lead all current and future technology services ensuring improved capabilities and performance. Our ideal candidate will be trusted to dive right in, take the lead, use initiative and creative flair to help build and enhance our current IT infrastructure, and to integrate new technology systems into the business as we grow along with the industry.



SNAPSHOT			
Job Title:	Senior Systems Engineer	Division:	Group- Central Services
Location:	Head Office, Derry with opportunities to travel nationally and internationally.		
Salary:	£ Neg Dependent on experience.		
Role Objective:	<p>Due to an ambitious appetite for growth, we have an excellent opportunity for a Senior Systems Engineer to join our Central Services team. This role will present the right person with new challenges and the ability to oversee top-level implementation of new designs and technologies across the business.</p> <p>The Senior Systems Engineer will plan mission-focused IT programs that will incorporate both existing infrastructure and new system technologies, and work with senior executives to find the best strategies to meet business requirements. We will rely on our Senior Systems Engineer to build the foundation of our internal digital transformation success story.</p> <p>This is a fantastic opportunity to play a pivotal role in delivering high-quality IT support to the business and to integrate new software solutions to meet future IT needs of an innovative organisation that has recently, and continues, to undergo significant development and growth.</p>		
Opportunities:	<ul style="list-style-type: none"> <li>▪ To influence and drive the strategic direction and future growth of the digital technology and information systems elements of our business.</li> <li>▪ To join a highly dynamic and energetic group central services team.</li> <li>▪ To work within an innovative company with significant growth plans over the next few years.</li> <li>▪ To elevate your career to new heights and to be part of something different.</li> <li>▪ To work in an open and inclusive environment that promotes innovation, success, and cross functional collaboration.</li> <li>▪ To travel nationally and internationally.</li> </ul>		
Benefits:	<ul style="list-style-type: none"> <li>▪ Enhanced Annual and Statutory Leave (up to 35 days)</li> <li>▪ Flexi working scheme offering flexible start/finish times.</li> <li>▪ Agile working scheme where our team members can work remotely from home or from a different office location.</li> <li>▪ Pension Scheme</li> <li>▪ Mapped Career Progression Plans</li> <li>▪ Family Friendly &amp; Well-being Policies</li> <li>▪ International Travel</li> <li>▪ Reward &amp; Recognition Scheme</li> <li>▪ Pay for performance culture</li> </ul> <p><b>From 2021, we will have an array of benefits that will be added to the above portfolio including enhanced pension, occupational maternity &amp; paternity pay, occupational sick pay, profit share, health cash plan and many more.</b></p>		

*And we're still just at the beginning of our journey. Think about the places we could go, and we'd love to have you along for the ride.*

**Job Profile**

Senior Systems Engineer			
Reporting To:	Company Director	Reports:	N/A
Introduction:	<p>Are you ready to make your mark and elevate your career to new heights?</p> <p>By joining Joule Group, you'll get the chance to empower the people behind some of the world's largest building infrastructures. Since inception, we've worked side-by-side with big thinkers to shape all aspects of fire safety in large scale airports, stadiums, hospitals, hotels and much more.</p> <p>Are you looking for a new and exciting opportunity to join a company who are looking to digitally transform fire safety and management practices across the globe? If you have a rich and storied history in similar Systems Engineer or Technical Support position; you can play a key role in writing our next chapter. By joining our team, you can truly put your fingerprints on the future growth of our business.</p> <p>If you are looking for personal growth and fulfilment, we have a dynamic, fast evolving environment, which values initiative and getting it done. If you want to help shape a consulting and technology business in a sector that is starting to embrace technology and the IoT world then look no further.</p> <p>Join us:</p> <ul style="list-style-type: none"> <li>• If you want to grow professionally as a leader with a broader business experience;</li> <li>• If you want more room for creativeness and to express your entrepreneurial spirit;</li> <li>• If you are a go getter;</li> <li>• If you want your performance to matter and see immediate results;</li> <li>• If you are eager to help, grow, shape and drive a technology business</li> </ul> <p>We are seeking a highly skilled technical specialist with a storied history of enhancing internal digital capabilities along with coordinating the successful procurement, roll out and implementation of new digital technology.</p> <p>The ideal candidate will be a top performer and capable of translating strategic concepts into reality for the Group. You'll embrace wearing more than one hat as is expected in a start-up environment.</p> <p>This role provides a fantastic opportunity for a highly ambitious candidate to shape and grow the next chapter of our business story.</p>		
	Description:	<p>This brand-new role offers a perfect opportunity for an ambitious IT specialist to showcase their technical and innovative ability to improve current systems and to integrate new technological solutions into the business in line with industry standards.</p> <p>Working as a key player alongside senior leaders, you will lead the planning and technical remediation initiatives across the business.</p>	

## Senior Systems Engineer

Reporting To:

Company Director

Reports:

N/A

Key Duties:

The Senior Systems Engineer will primarily focus on leading the technology transformation within the business - researching, developing, and implementing technology solutions which create an effective and efficient information system and flow across the business. This role also incorporates providing IT support across all hardware and software platforms.

This is a fast-moving, varied, and exciting position in which you will engage with various stakeholders across four different offices in UKI and Dubai.

You must be a 'starter finisher' with outstanding technical skills and IT project management experience.

In summary, your primary role will include:

- Lead out on the, testing and deployment of software and other computer systems technologies to ensure operational effectiveness in line with security, performance, reliability, and scalability requirements.
- Leading the research, development, and implementation of new technologies within a multi-site environment by advising on design concepts and changes, implementation strategies and deployment timelines aligned with strategic and operational objectives.
- Leading the design, implementation and integration of new MIS software applications that meet the requirements for functionality and integration with existing components.

Secondary elements will include:

- Administering network and data security and updates, including directory, group policy, firewalls, virus protection, email security and data compliance.
- Troubleshooting hardware, software, and network issues quickly and effectively, engaging with support and providers where necessary to resolve.
- Procuring, installing, and maintaining both hardware and software for existing and new team members, and act as the first contact point for issue reporting.
- Creating thorough documentation records of design specifications, workflow, and instructional manuals as necessary to ensure effective and efficient usage, and compliance.

## Person Specification - Requirements

SENIOR SYSTEMS ENGINEER			
	Essential Criteria	Desirable Criteria	Measurement Method
<b>Technical &amp; Professional Expertise</b>	<ul style="list-style-type: none"> <li>• Bachelor's Degree in Computer Science or another related field.</li> <li>• A minimum of 3 years recent experience in a <u>computer networks, system engineer</u> or user support position with <u>project management focus and high levels of ownership</u>.</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• A minimum of 5 years recent experience in a <u>computer networks, system engineer</u> or user support position with <u>project management focus and high levels of ownership</u>.</li> </ul> <p><b>AND</b></p> <ul style="list-style-type: none"> <li>• A minimum of 1 year's recent experience of <u>leading challenging MIS projects</u> involving multiple stakeholders, preferably in a similar sized SME.</li> <li>• Proven practical experience of <u>building upon pre-existing IT infrastructure</u> along with the <u>integration of new technology systems</u> into an organisation.</li> <li>• Proven ability of developing <u>training material</u> and facilitating <u>training workshops</u>.</li> <li>• Ability to think <u>strategically, critically, creatively, and innovatively</u>.</li> <li>• Proven practical experience with various operating systems, networks, and databases.</li> </ul> <p><i>Note – Project Management experience would preferably include ERP Package sourcing, implementation rollout and support OR infrastructure review, rollout and support</i></p>	<ul style="list-style-type: none"> <li>• Experience in a start-up or scale up company</li> <li>• A minimum of 1 year's recent experience of leading challenging MIS projects in a start-up or similar sized SME.</li> </ul>	Application & Interview
<b>Circumstances</b>	<ul style="list-style-type: none"> <li>• Excellent command of written and spoken English.</li> <li>• Willingness to work flexible hours.</li> <li>• Must be willing to travel based on the requirements of the role.</li> <li>• Must be eligible to work in United Kingdom – Position is to be in our HQ Office in Derry Northern Ireland</li> </ul>		Interview
<b>Special Aptitudes</b>	<ul style="list-style-type: none"> <li>• High-impact communication skills.</li> <li>• A positive "can do" attitude</li> <li>• Superb time management, judgement, decision-making and problem-solving skills</li> <li>• Thrives in both individual and collaborative team environments</li> <li>• Creative and innovative mind.</li> <li>• Excellent, effective training skills</li> </ul>		Interview

## Instructions & Guidance Notes

You are required to submit a CV and a comprehensive supporting cover letter to complete the application process for this post.

These notes will help you submit the perfect application (i.e. CV and Cover Letter) and ensure your application has the best possible chance of being progressed to interview stage. Your cover letter may be digitalised and take the form of a video submission presenting your key attributes relevant to the role.

Your CV and cover letter will be used in deciding whether you will be shortlisted and called for an interview. Therefore, we strongly encourage you to read through the job description and person specification thoroughly in advance of submitting your full application so that you are familiar with the duties of the post and the skills, abilities, etc required.

It is your responsibility to evidence how you meet each of the criteria in the person specification by outlining details of your relevant experience, knowledge, skills, abilities and educational requirements. Please therefore tailor your CV and cover letter to include all necessary information outlined within the person specification for this post. It is recommended that you demonstrate how you meet all criteria in your supporting cover letter. Then, if you are shortlisted for Interview, we would like for you to present a portfolio of your best work (suitably redacted as may be required).

We do reserve the right to apply enhancements or to utilise the desirable criteria and as such we would encourage you to include any evidence relating to both the essential and desirable criteria or indeed any other experiences, skills or attributes you believe will enhance your ability to fulfil the role.

Please include current salary, hours of work and other related terms of employment that you feel would attribute towards your decision if awarded the position.

All applications must be sent electronically to HR@joule-group.com before the closing date, i.e. of Monday 09<sup>th</sup> November at 12noon.

### What Next?

Shortlisting for this post will take place immediately following the closing date. If you have been shortlisted for the first stage of our selection process, you will receive confirmation by email and/or telephone of the details of the initial informal screening appointment. Alternatively, you will receive feedback from the recruitment agent representing you.

If you require any adjustments or equipment to enable you to fully participate in any of the selection processes, please do not hesitate to contact the HR team or your recruitment agent. If you are not short listed, you will receive confirmation of this via email shortly following the closing date of the post. You will also receive outcome correspondence via email following each stage of the process from the HR team or your recruitment agent

**Go Live – Sept 2020**

**Nov 2020**



We aim to make the final appointment decision for this post before the end of November. We are of the understanding that candidates may have a one -month notice period and as such start dates are expected during December 2020.

**We would like to take this opportunity to wish you luck with your application and to thank you again for your interest in Joule Group.**