

HVAC / AI SYSTEMS

MONITORING TECHNICIAN

DUBLIN OR REMOTE, IRELAND



PRESENTED TO YOU BY i-RECRUIT

Overview

Our client is on a mission to make buildings smarter across Ireland & the UK. They have been working with WiFi and Energy Solutions for over 15 years.

Driven by customer needs, the boundaries of software are constantly being pushed. Buildings made smarter through wireless networking, IoT, & Energy Solutions.

Thanks to the application of advanced deep learning models, our client's solution is the most powerful and nimble on the market, literally studying a building and learning how it operates. It identifies every potential improvement opportunity and then acts on it. It requires no human intervention and reacts to changes in the built environment immediately to ensure the highest tenant comfort and energy efficiency, at all times.

Your overarching objective is to monitor & troubleshoot deployed models on customer sites in real-time as well as engaging with key stakeholders in North America, Australia & across Europe.

Integral to customer service is a 24/7 monitoring and monitoring centre, based in Dublin. This centre monitors & manages building energy performance across the world and you will assure smooth operations. It can happen that problems may arise from time to time, and when there is, you will be the one to alert the teams. You will keep careful watch of the buildings and when the alert comes in, you will know who to contact and recommend how to solve it.



Requirements

- Working knowledge of HVAC and Building Management Systems.
- Bachelor's or Technical degree in mechanical engineering, or in related field.
- Fluent and proficient in verbal and written communication.
- Excellent customer service skills.
- Experience working in a fast-paced environment with strict SLAs.
- Autonomous, Organized, independent and go getter
- Experience with building automation and HVAC control system design.
- Knowledge of automation systems, HVAC, electrical and building operation.
- Good understanding of building control theory and concepts.
- Ability to prioritize and problem-solve quickly.
- Possess strong analytical and troubleshooting skills.
- Knowledge of programming Python and Linux experience is considered an asset.
- Knowledge of Building Automation control networks like BACnet, LonWorks, Modbus, is considered an asset.



Responsibilities

- Using system monitoring, you will troubleshoot customer issues concerning HVAC systems, control algorithms as well as network issues.
- Collaborate with various departments to remotely solve communication issues as they arise on customer sites.
- Ensure to meet established Service Level Agreements (SLAs) and follow/improve procedures and policies of troubleshooting, monitoring, and customer services.
- Suggest preventative maintenance measures; anticipate.
- Contribute to maintaining quality control for building and algorithms.
- Contribute to all maintenance and system update activities on client's systems.
- Contribute to process improvements and troubleshooting efficiency.
- Communicate with clients to address issues and service requests.



The Package

You wouldn't expect us to disclose the salary range at this early stage, but we're very confident that we'll meet your expectations. Our client understands the value of rewarding staff well, and has constructed a very good package.

- An opportunity to make a significant impact on the world - join the fight against climate change.
- To be part of a revolutionary technology movement.
- To become an AI coach.
- To collaborate with innovative, out-of-the-box thinkers in a fast-paced environment.
- Opportunity to work from home.
- Flexible working arrangements.
- A salary and growth opportunities based on your experience.
- All the tools & training required to get the job done.
- On-going professional training.
- Laptop, Phone, Sim, tech toys as required.

This role involves shift work as the Monitoring Centre operates on a 24/7 basis. If you're a customer driven, hands-on, tech savvy, NOC Technician/Engineer. If you enjoy working on your own initiative whilst having fun then this could be the place for you.



Next...

If we've piqued your interest, we'd be happy to answer any questions that you may have. If you are happy to be considered, we'll need a CV, and after that, there'll be a telephone interview with the relevant personnel.

If both parties are happy, there will be more formal interviews where your experience will be explored.

And if that goes well...welcome to your new job.



A bit about us

We have decades of experience of recruitment, business and commerce, and it shows. Trading since 2018, we're an independent and proud Irish company, working mainly across Bulgaria, Ireland and the UK. We have developed some very smart techniques for finding key staff for our portfolio of clients. It can be hard and laborious work, but it's really effective.

But you know that already, or you wouldn't be sitting there, reading this.

We treat our candidates with a great deal of respect, and because of this, we develop strong relationships with our ever-increasing database of talent.

We never forget that we are dealing with people who are making life changing decisions. We'd be *delighted* to help you on to the next stage of your career.



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