

POSITION DESCRIPTION

Position Title: Solutions Engineer	Direct Manager: Value Stream PL/VO	
Budget Responsibility: nil	Direct Reports: none	Indirect Reports: 0

WHAT YOU'RE HERE TO ACHIEVE

Key purpose:

Solutions Engineers are responsible for ensuring all security products comply with specifications, maintain Gallagher's high-quality standards and are also fit for purpose for our customers.





WHO YOU'LL BE WORKING WITH

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
All Security Staff, Group Executives, Group Operations.	Channel Partners, End Users, Suppliers, Technology Partners

WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
Product Quality	<p>Outcomes Solutions Engineers ensure our products and solutions are of high quality and meet the needs of customers worldwide.</p> <p>Expectations</p> <ul style="list-style-type: none"> • Ensure the beta testing of all applicable security products software and hardware and ensure that risks are minimized when products are released. This includes installation on our buildings if applicable. • All applicable security products and features are monitored to ensure that they meet with in-market compliance standards. Keep up with developments in appropriate international standards. • Work with the appropriate Solution Delivery personnel to prioritise and resolve issues/enhancement work items and Product Failure Reports (PFR's). • Work with the appropriate Solution Delivery team members to assist with the design and implementation of new hardware and software products and features. • Ensure applicable products and solutions have high quality documentation for our customers and internal technical teams.
Business and Customer Support	<ul style="list-style-type: none"> • Assist in-market teams when needed for applicable product solutions and design complexities for their customers. • Provide site specific services, on-site, if necessary, as required for various projects. • Assist teams within the business when needed for applicable product solutions and design complexities for their customers. • Continue to collaborate with other Solution Engineers to maintain knowledge and provide feedback on shared areas.

Key Accountability	Outcomes/ Expectations
<p>Training and Development</p>	<p>Outcomes Solutions Engineers are highly engaged, passionate about the work and empowered to achieve the best outcome for Gallagher customers.</p> <p>Expectations</p> <ul style="list-style-type: none"> • Team members understand their role within the team and the mindsets, behaviors, skills, outputs, and outcomes that are expected of them. • Have a continuous improvement mindset, communicating regularly with their People Lead with ideas and feedback. • Growth and development plans are co-designed with clearly defined goals and milestones that are achieved. • Blockers and impediments to success are raised with their People Lead. • Able to provide guidance to other technical team members (E.g Technical Advisors, Technical Account Managers) in areas of our product.
<p>Culture, Capability and Knowledge</p>	<p>Outcomes Solution Engineers are brand ambassadors for Gallagher in every interaction with customers and external stakeholders. The team complement the endeavors of the wider Solution Delivery team and role model Gallagher values in everything they do.</p> <p>Expectations</p> <ul style="list-style-type: none"> • Cultural values are upheld and exemplified day to day. • We share knowledge and help each other to grow by ensuring feedback loops are in place to encourage & hold each other accountable. • We respect the diversity in our teams and all voices are heard through honest, respectful communication and consistency. • We build lasting relationships with all our stakeholders through authenticity, a focus on a better tomorrow and the theory that every 1% matters. • The team are equipped with knowledge resources which are accurate and continually refined. Other potential audiences for this knowledge (e.g. channel partners, integrators, regional teams, development teams) are considered and consulted to ensure broadest value generated. • Effective feedback loops are in place. For example, feeding back to the delivery teams about the patterns of solution issues and or customer experience of newly developed features.

HOW YOU'LL BE DOING IT

Qualifications Required:

- Preferably a Technical or Engineering tertiary qualification or substantial experience in a similar role
- 3 years' experience in a Technical Engineering role
- Driver's license
- Current Passport

Experience Required:

- Excellent understanding of Gallagher Security solutions or other access control solutions
- Excellent understanding of Microsoft Server products.
- Experience with IS, understanding of Networks, AD Domains, SQL, Virtual Machines.

Knowledge/Skills/Abilities Required:

- Strong analytical and conceptual thinking abilities and an ability to bring conceptual thoughts through to practical application
- Excellent written and verbal communication skills for both detailed technical material and commercial information.
- Able to relate highly technical information to non-technical people in such a way that key concepts can be grasped by them and applied to their context.
- Adaptable and resourceful and able to work on their own and as a member of a team
- Understanding of compliance to standards and risk of non-compliance

Protect what matters most.

Our purpose and our values apply to our extended Gallagher family including our employees, customers, partners and community.

