

Job Description

Job title	CAFM Platform Engineer	Date
Reports to (title)	Head of Business Systems	March 2025
Contract/Department	3035 IT	Revision
Location	Hybrid – Surbiton/ Eastleigh/ WFH	1.0

Job purpose

Describe the overall purpose of the job in two or three sentences.

- Responsible for managing and maintaining the technical aspects of our CAFM applications, including MRI Evolution, to ensure they operate efficiently and effectively
- This involves configuring the platform, implementing new functionalities, maintaining system stability, and ensuring data integrity.
- Work closely with Subject Matter Experts across the business to ensure the CAFM is aligned to company requirements and operational deliverables.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Provide day to day ownership and expertise of the technical aspects of our CAFM systems, working closely with the wider technical, subject matter and operational teams:
 - Responsible for the setup, configuration and documentation of the CAFM system components and workflows, aligned to the requirements of these groups
 - Support mobilisation and demobilisation activities
 - Work with the IT Business Partners to provide business analysis on requirements, with functional and technical specifications for proposed changes
 - Provide consultancy to the business on functional areas of the systems such as work order management, scheduling, compliance, and reporting
 - Undertake, and safely deliver changes, enhancements, patches and upgrades to the production system through the software change process
 - Input into and support testing of functional and non-functional requirements, maintaining comprehensive test scripts for full and regression test scenarios
 - Identify opportunities, and make recommendations for solutions or improvements to business process and operational use that can be achieved through the CAFM system applications
 - Support the IT Training Manager to ensure a thorough training program is in place covering all aspects of the CAFM system as per our configuration – work closely to ensure this is kept up to date as the system evolves
 - Monitoring of key processes and interfaces to ensure the system is fully operational, backups are successful, and any exceptions are investigated
 - Work with System Administration teams to ensure strict authentication and authorisation processes are in place, aligned to our policies and adhered to
 - Understands and delivers best practice security standards as part of the IT Security standards delivered under ISO 27001, GDPR, Cyber Essentials Plus and NIST
- Work closely with the software vendor, building a strong working relationship to maximise our use

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of the product to the best of its ability through:

- Understanding the product roadmap
- Access to product knowledge base, documentation and specifications
- Being an active member of their customer community
- The point of contact for technical support and escalations
- Working as part of the wider applications team:
 - Provide training and support to the 1st line team to ensure we can maximise our first time fix rate, providing quick and relevant support for our employees and customers on common issues/questions
 - Provide 2nd and 3rd line support, leading on the investigation and resolution of incidents, maintaining good communication with users throughout
 - Work with the wider IT and Technology solutions team to ensure appropriate resolutions on service impacting CAFM issues escalated to them

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

- Direct or indirect reports – None
- Financial responsibility – None

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Proven experience of delivering application support (including troubleshooting and resolving technical issues/problems), configuration and administration to agreed service levels
- Experience in the technical aspects of application/CAFM management, ideally within a facilities management environment
- A minimum of 2 years' experience working with MRI Evolution is preferred
- Experience using SQL, with an understanding of Microsoft SQL Server, is preferred
- Experience of working within an IT service management framework; specifically incident, request, problem and change management
- Experience of working with applications across a variety of architecture/platforms, including on-premise and cloud hosted/SaaS
- Good understanding of current and emerging technology and standards in the industry
- Excellent communication skills with the ability to liaise effectively with stakeholders at all levels of the organisation
- Ability to work to deadlines and manage multiple priorities
- Strong problem-solving skills and a proactive approach to improving processes and systems

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

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- A minimum of SC clearance must be achieved as part of this role.
- Some UK and EU travel may be required to visit operational teams, subject matter experts, customers, software vendors and technical teams from time to time.
- It is recognised that this role will require some out of hours working to ensure changes and upgrades can be deployed with the minimum amount of disruption to normal business operations.

Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

FOR HR USE ONLY:					
Job Grade		EMCOR Competency Level		Training Profile UTC	