



Honda Racing Development UK Ltd

12 MONTHS FTC VACANCY

JOB TITLE: Senior Application Engineer
REPORTING TO: IT Manager
DEPARTMENT: IT
APPLY TO: hondaracingjobs@uk.hrdeu.com

ROLE:

Honda Racing Development are looking for a highly skilled, motivated and experienced Senior Application Engineer for 12 months in their Milton Keynes office to be responsible for IT application support activities including maintenance, administration, second- and third-line support. They will work closely with the Service Desk to provide second and third line operational support and to ensure timely and efficient resolution of IT application-related incidents and service requests.

Working with the IT Manager in implementing the company's IT strategy, delivering business objectives and maintaining a stable application landscape. The role will ensure the development, maintenance and administration of the applications meets the business needs and follows the company's policies and procedures.

A high standard of communication and motivation is also required in what is a multinational, multicultural and exciting working environment and business travel (inside and outside of UK) as well as out of office hours & weekend working may be required for certain projects.

MAIN RESPONSIBILITIES:

- Resolve IT application-related incidents, service requests and problems in a timely and efficient manner in line with Business requirements, documenting steps taken in resolution of incidents and service requests.
- Participate in IT Application projects. Working alongside the CIS Manager and Project Manager to plan, organise, and prioritise multiple projects and assignments.
- Ensure capacity, availability, security and service support requirements are considered in all IT application changes.
- Employ appropriate application maintenance, support and incident management processes and procedures to support and maintain IT applications.
- As required, provide timely communication to users on the status of their service requests and incidents.
- Liaise with IT suppliers to ensure IT application-related incidents and problems are resolved in a timely and professional manner.
- Undertake IT application-related problem diagnosis, implementing problem resolution or prevention measures as appropriate.
- Maintain IT application support technical documentation.
- Communicate technical information to a wide variety of users, producing technical documentation and diagrams for current and future systems.
- Sharing technical knowledge and actively mentoring other team members.
- Any other tasks as reasonably required by the Company.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED:

- Demonstrable strong and effective verbal, written and interpersonal communication skills.
- Good understanding of associated business processes, particularly finance and purchasing.

- Good working experience of supporting Microsoft Dynamics AX 2012, particularly maintenance of workflows and security and administration of the system.
- Working experience in a similar role.
- Technical knowledge including SQL Server & SSIS would be an advantage.
- Experience of Lotus Notes is desirable but not essential.
- Ability to use MS Office applications and tools to produce quality documentation.
- Driving licence and competence to drive in the U.K.

PERSONAL COMPETENCIES:

- Whilst we are building up a team, we require people who are self-starters and can motivate themselves
- You will be able to think outside the box and use lateral thinking to come up with innovative solutions to work around complex problems
- You need to be a planner who likes to think through all the steps of a project and works out potential pitfalls and alternatives to pre-empt any problems
- We require someone with excellent communication skills who can articulate their ideas and vision and is very visual in their methodology

All employees must ensure compliance with the Company Health and Safety Policy, and all relevant other statutory Health and Safety legislation.

Please note that shift working, and weekend working may feature as part of this role. Domestic Travel and Travel overseas may be required.

This job description may not detail some fewer major duties allocated to the post holder, nor cover duties of a similar nature, commensurate with the role, which may from time to time be reasonably required by the relevant manager.