

Job Description

At Lanware, we aim to be the leading technology service provider to the financial world. We enable our clients to drive their business by being their trusted technology partner. We place service before sales. We're flexible without compromising standards. We're highly selective in our people, the technology we use, the industry, and our clients. Our Engineers are key to helping us be the market leader. They embody the 'Lanware Standard', which our clients have come to expect from us.

As part of the Cloud Infrastructure Team, Lanware Cloud Infrastructure Engineers operate across disciplines, with a strong support role, and implementing work when required across many fields and with particular focus on End User Computing and Cloud Infrastructure technologies. Cloud Infrastructure Engineers support the solutions implemented by the technical leadership of the Cloud Infrastructure Consultants and expertise of the Senior Cloud Infrastructure Engineers. Their key support role means their expertise is required to support all the teams to deliver the best in Cloud technology solutions on a day to day basis.

If you're looking to join Lanware as a Cloud Infrastructure Engineer, you will be confident in your Cloud technology abilities. Despite being a seasoned engineer, you still love the challenge of solving problems and have an insatiable thirst for knowledge. This is a broad role with focus on final-tier support.

Ideal candidate profile

- ⊗ Takes pride in the quality of service delivered – seeing the human element to technical problems;
- ⊗ Excellent organisational skills with a logical approach to problem solving;
- ⊗ Capable of concisely capturing and documenting knowledge;
- ⊗ Confidently able to explain technical concepts to non-technical people;
- ⊗ Calm and methodical in dealing with all incidents, particularly major incidents that are service-impacting;
- ⊗ Resourceful in your approach whilst at the same time adhering to set procedures;
- ⊗ Embracing a culture of best practise, process, compliance and continuous improvement;
- ⊗ Sound judgement in identifying, and dealing with security incidents;
- ⊗ Holds a proven track record of success in contributing to a team-oriented environment – collaborating across disciplines;
- ⊗ Understands service support and delivery in an ITIL based environment;
- ⊗ A safe pair of hands when assisting with the most serious problem investigations and resolution of a major incident;
- ⊗ Has recent experience of working in a Managed Services (public or hybrid cloud) or Hosting Provider environment;
- ⊗ Understands the particular challenges of working in a financially regulated environment, working to standards such as PCI-DSS or ISO 27001;
- ⊗ Holds current high-level technical certifications with particular focus on Public Cloud certifications and takes ownership of their own career development;
- ⊗ Confident in reviewing and changing designs to meet the business requirements and governance when required.

Key responsibilities

- ⊗ Delivering a primarily BAU 3rd line support role in line with ITIL Incident, Problem & Change processes;
- ⊗ Dealing with escalations from Service Desk teams, whilst encouraging their professional growth;
- ⊗ Leading the initial technical response and triage of major incidents;
- ⊗ Remote management of business-critical products and service levels, desktop and server configuration;
- ⊗ Occasional out of hours scheduled work (paid at enhanced overtime rate or taken as time off in lieu, where approved in advance);
- ⊗ Participating in an on-call rota for out of hours incidents;
- ⊗ Participating in projects being delivered to learn from the Senior Cloud Infrastructure Engineers and to grow technical knowledge;
- ⊗ Participating in project governance from stage 1 to understand how it will affect BAU and how it can be best supported;
- ⊗ Delivering training sessions to the Service Desk in relation to new technologies learned from projects;
- ⊗ Mentoring the Service Desk team members; ensuring compliance with the company's policies and procedures relating to information security management and to report any observed or suspected security weaknesses in the systems or services that Lanware provides.
- ⊗ It is anticipated the split of this role will be 80% BAU/20% Implementation.

Skills requirements

Essential

- ⊗ Comfortable administering Exchange Online
- ⊗ Comfortable administering Microsoft Office 365 Web Apps, Teams, SharePoint & OneDrive
- ⊗ Comfortable administering Microsoft Directory Services (AD, AAD, AADDS)
- ⊗ Comfortable administering Microsoft Azure Cloud services (Security, Networks, Backup & Infrastructure)
- ⊗ Comfortable administering Microsoft Windows Virtual Desktops (WVD)
- ⊗ Comfortable administering Microsoft VPN technologies (Always On VPN)
- ⊗ Understanding and adherence to Cybersecurity Compliance Plans (CIS)
- ⊗ Understanding of network infrastructure
- ⊗ Experience with Windows 10 Operating System
- ⊗ Experience with Microsoft Windows Server 201x Operating System
- ⊗ Experience with Linux Operating System
- ⊗ Experience with PowerShell programming language

Desirable

Experience working with the following technologies:

- ⊗ Microsoft Exchange Server on-premises (2016, 2019)
- ⊗ VMware vSphere 6.x / 7.x
- ⊗ VMWare Site Recovery Manager / Azure Site Recovery
- ⊗ HPE 3PAR Storage
- ⊗ Nimble Storage
- ⊗ Cisco/Brocade SAN switching
- ⊗ Enterprise Mobility Management (Intune & Airwatch)
- ⊗ Citrix NetScaler Gateway & Load Balancer
- ⊗ Citrix XenDesktop Virtual Desktops
- ⊗ Microsoft SQL Server
- ⊗ Cisco & Meraki WiFi, routing & security
- ⊗ VPN technologies (Azure VPN Gateway, Cisco VPN & Meraki VPN)
- ⊗ Microsoft VPN technologies (Direct Access)
- ⊗ Unified communications (Cisco CUCM, RedBox, Verint Verba)
- ⊗ Commvault Backup

Qualifications

Essential

- ⊗ ITIL Foundation
- ⊗ AZ-104

Desirable

- ⊗ MS-500
- ⊗ AZ-140
- ⊗ CCNA

Additional information

- ⊗ All candidates must be willing to work in Central London;
- ⊗ This role will include travel to client sites and other Lanware sites;
- ⊗ The role may involve the manual handling of company/client equipment from time to time.