

# Cloud Infrastructure Consultant

## 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 Consultants are key to helping us be the market leader. They embody the 'Lanware Standard', which our clients have come to expect from us.

As a member of the Cloud Infrastructure team, Lanware Cloud Infrastructure Consultants operate across disciplines, confidently acting as subject matter experts across many fields and with particular focus on End User Computing and Cloud Infrastructure technologies. Our senior technical staff empathise with the real people for whom we build our platforms and are user-focused at every stage. Lanware Consultants provide technical leadership guiding infrastructure, implementing and supporting the teams to deliver the best in Cloud technology solutions.

If you're looking to join Lanware at our most advanced technical tier, you will have all the usual strong soft skills and be experienced in delivering IT services as a senior infrastructure resource. You will have mastered several areas and be a thought-leader in Cloud technology. 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 project implementation, design, pre-sales and final-tier support. You will hold technical authority over all services and provide architectural support to projects, and set organisation-wide best practice standards.

## Ideal candidate profile

- ⊗ Builds strong relationships with clients, suppliers & key customer contacts and colleagues;
- ⊗ Is client facing and facilitates the creation of a Cloud 'technical' solution which aligns to the client's business requirements and supports the delivery of strategic business objectives and outcomes;
- ⊗ Ensures a solution meets business requirements, specifications and defined outcomes by writing and reviewing the necessary documentation defined by the governance framework;
- ⊗ Has experience in a technical pre-sales capacity working with account management and new business teams;
- ⊗ Is confident representing Lanware in both existing and prospective client meetings;
- ⊗ Ensures all the designs and documentation are standardised according to the agreed governance, performing peer-reviews of all the documentation and ensuring the project management framework is followed;
- ⊗ Has previous Public Cloud technology experience with particular focus on Microsoft 365 & Azure;
- ⊗ Embraces a culture of best practice, process, compliance and continuous improvement;
- ⊗ Works with the PMO to ensure the governance is reviewed according to the technology being delivered, developed and sold;
- ⊗ Does not need project management to define all the tasks, is self-sufficient and can formulate and define technical implementation plans;
- ⊗ Collaborates with all the teams, interpreting design documentation and supporting the sale, and implementation of solutions (including networks as an integral part of the Cloud infrastructure) by ensuring it meets the business requirements;
- ⊗ Possesses commercial awareness and knowledge of the wider managed service market place;
- ⊗ Has a flexible and committed work ethic, driven to continually go beyond the status quo;
- ⊗ 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 designing, maintaining & delivering Storage, Compute platforms, and Private Cloud with emphasis on Public Cloud;
- ⊗ Confident in reviewing and changing designs to meet the business requirements and governance when required;

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## Key responsibilities

- ⊗ Support and subject matter expertise for storage and Cloud technologies;
- ⊗ Technical Design Authority, including defining solution architecture, standards and best practice;
- ⊗ Creating designs within an infrastructure architecture according to industry best practice;
- ⊗ Leading on the implementation of complex projects and client transitions;
- ⊗ Generating technical solutions and supporting bill of materials (BOM) for commercial quotes, working with account management, procurement and vendors;
- ⊗ Bid support for new and existing client engagements;
- ⊗ To attend client meetings (both existing and prospective) as subject matter expert and provide leadership on technology discussions;
- ⊗ Reviewing and researching new technology, following industry trends and attending events;
- ⊗ Supporting the development of product strategy with the Chief Technology Officer;
- ⊗ Supporting the digital and content marketing;
- ⊗ 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;
- ⊗ 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 60% Implementation/30% Design/10% BAU.

## Skills requirements

### Essential

- ⊗ Proven track record with designing and implementing system upgrades
- ⊗ Exceptional communication skills, both verbal and written
- ⊗ Strong ability to think outside of the box and take the initiative to design and create new solutions
- ⊗ Experience of documenting high level and low level designs and presenting these to the client
- ⊗ Pre-sales experience, building commercials for new solutions and managed services
- ⊗ Strong design and implementation of:
  - Microsoft Exchange
  - Microsoft Office 365 Web Apps, SharePoint & OneDrive
  - Microsoft Directory Services (AD, AAD, AADDS)
  - Microsoft Azure Cloud services (Security, Networks & Infrastructure)
  - Microsoft VPN technologies (Always On VPN & Direct Access)
  - Microsoft Windows Virtual Desktops (WVD)
- ⊗ Experience in providing in-depth Infrastructure support of:
  - Microsoft Exchange Server on-premises (2016, 2019) & Exchange Online
  - Microsoft Directory Services (AD, AAD, AADDS)
  - Microsoft Azure Cloud services (Security, Networks & Infrastructure)
  - Microsoft technologies (Always On VPN & Direct Access)
  - Enterprise Mobility Management (Intune & Airwatch)
  - Citrix NetScaler Gateway & Load Balancer
- ⊗ Understanding and adherence to Cybersecurity Compliance Plans (CIS)
- ⊗ Understanding of IP networking, VPN's, DNS, load balancing and firewalling
- ⊗ Experience with Citrix XenDesktop Virtual Desktops
- ⊗ Experience with Microsoft Windows Server 201x Operating System
- ⊗ Experience with Linux Operating System
- ⊗ Experience with PowerShell programming language
- ⊗ Experience with Unified communications (Cisco CUCM, Microsoft Teams)

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## Desirable

Experience working with the following technologies:

- ⊗ VMware vSphere 6.x / 7.x
- ⊗ VMWare Site Recovery Manager / Azure Site Recovery
- ⊗ HPE 3PAR Storage
- ⊗ Nimble Storage
- ⊗ Cisco/Brocade SAN switching
- ⊗ Microsoft SQL Server
- ⊗ Cisco & Meraki WiFi, routing & security
- ⊗ Commvault Backup

## **Qualifications**

### Essential

- ⊗ ITIL Foundation
- ⊗ AZ-304

### Desirable

- ⊗ AZ-500
- ⊗ AZ-140
- ⊗ CCP-V
- ⊗ 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.