

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. Lanware engineers help us be the market leader by providing the best possible service - meeting the high standards our clients expect from us.

Lanware engineers thrive in a culture of self-development, technical curiosity and delivering exceptional service. We believe in taking our staff on a journey with us through their careers, nurturing talent and encouraging new ideas. Our Systems Engineers are the backbone of our Service Desk, being the first port of call dealing with service requests and incidents to the 'Lanware Standard' – building strong client relationships and taking pride in the service they deliver.

The most common trait of a successful candidate is having remarkably high potential – our goal is to cultivate our next generation of 2nd line Systems Engineers, Team Leaders, Cloud Infrastructure Engineers, Project Engineers, Service Delivery Managers, Technical Project Managers and Cloud Technical Consultants.

If you're looking to join our team of System Engineers you will have strong soft skills and a real drive to learn. You will be dealing with traders, investors and c-suite executives from day one and so you will be highly presentable, well-spoken and able to articulate yourself clearly. Confidence, patience and refined, empathetic communication skills are a must for this position. You will either be based on site with a financial sector client or working from our headquarters in Central London.

Ideal candidate profile

- ⌘ Is passionate about IT and supporting others in their use of technology;
- ⌘ Takes pride in the quality and impact of their work – seeing the human element to technical problems;
- ⌘ Excellent communication skills, both written and oral English is a must for this position;
- ⌘ Good customer service skills, including a professional and helpful telephone manner, the ability to relate effectively to users with differing levels of skills and experience;
- ⌘ Reliable organisational skills with a logical approach to problem solving;
- ⌘ Ready to join a culture of best practise, process, compliance and continuous improvement;
- ⌘ A flexible and committed work ethic with a drive to continually go beyond the status quo;
- ⌘ An analytical mind that quickly grasps technical concepts;
- ⌘ Sees the value in documenting their work and following process;
- ⌘ Understands that documentation and knowledge is highly valuable, and pays great attention to detail.

Required skills

- ⌘ Windows Desktop OS (10)
- ⌘ Windows Server OS
- ⌘ MS Exchange On Prem/Online
- ⌘ Windows AD/Azure AD
- ⌘ Microsoft 365 (Windows 10, Office 365, SharePoint, OneDrive, Teams)
- ⌘ Citrix XenDesktop/WVD
- ⌘ Junior Cisco Networking (CCENT)
- ⌘ IT Security Awareness
- ⌘ ITIL Awareness

Desirable skills

- ⌘ VMWare
- ⌘ System Center CM
- ⌘ HP Server Hardware
- ⌘ PowerShell Scripting
- ⌘ SQL Server (Basic)
- ⌘ Azure/Cloud Technologies (backup, networks, infrastructure)
- ⌘ Enterprise Mobility Management – Intune
- ⌘ Unified Comms
- ⌘ VOIP Systems (Cisco or Teams)
- ⌘ Storage Systems
- ⌘ ISO 27001 Awareness
- ⌘ Tape Management (Backups)

Key responsibilities

- ⌘ Working as part of the Service Desk providing 1st line technical support;
- ⌘ Managing user expectations and ensuring user satisfaction for all incident resolutions;

- ⌘ Completing operational checks on a rota basis;
- ⌘ Responsible for ensuring incidents are logged with third party suppliers and other departments as required;
- ⌘ Remote management of business-critical products and service levels, desktop and server configuration;
- ⌘ Occasional out of hours scheduled work reactive to business needs (paid at an enhanced overtime rate);
- ⌘ Participating in an on-call rota for out of hours incidents (once every four to six weeks);
- ⌘ 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.

Additional information

- ⌘ The role may involve the manual handling of company/client equipment from time to time;
- ⌘ This role will require you to visit client sites;
- ⌘ This role will require you to visit the Data Centre.