Lanware Infrastructure Team (Analyst and Engineer positions)
3rd Line support – Day shifts and Night shifts

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 Infrastructure team are impressive people – being adept generalist technical problem solvers across a dozen technologies.

You are able to adapt and master new technologies quickly – owning any issues that you come across and seeing through to their resolution. You love the challenge of solving problems and are always hungry for more knowledge. You will either be at our headquarters in Central London, or working on site with one of our financial sector clients, inspiring confidence in all users that bring issues to you, as well as your peers.

If you're looking to join Lanware at 3rd line level, you will have strong soft skills and at least three years of experience delivering IT. You may be established in an Infrastructure role already – likely joining us at the Engineer level and contributing your developed technical understanding. We are also keen to spot and nurture potential in highly capable 2nd line engineers; those people who are the 'go-to' person for your current service desk, and are looking to step up to a more infrastructure involved role – likely joining us as an Analyst where we will support and mentor you to becoming a fully-fledged Infrastructure Engineer.

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;
- Possess relevant industry qualifications (e.g. MCSA, ITIL, VCP, undergraduate degree) demonstrating clear commitment to your own development;
- A subject matter expert in a couple of technologies, or alternatively have a good knowledge of the majority of the technologies in our stack:

Windows AD	System Center CM	Supporting bespoke business applications
Windows Desktop OS	Desktop Hardware	
Windows Server OS	HP Server Hardware	Application Packaging
Virtual Desktops	Cisco Networking	VOIP Systems - Cisco
VMWare	PowerShell Scripting	SQL Server
Microsoft Exchange	App-V	Cyber Security
Application Packaging	IT process improvement	VMWare AirWatch

Key responsibilities include

- 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;

- When on night shift, being the first point of contact for out of hours incidents and requests;
- 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 reactive to business needs (paid at set overtime rate)

Additional information

- The role may involve the manual handling of company/client equipment from time to time;
- Engineers working night shift positions will be paid an unsociable working hours uplift allowance to their salary. You may spend 3-6 months on day shifts initially for training & system familiarisation.

Current priority skill areas (October 2017)

We are particularly interested in candidates who have proven experience and strong aptitude in the following areas:

- Cyber Security
- Cisco Firewall / R&S
- PowerShell & Automation