

Infrastructure Manager

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.

The Infrastructure and Operations team form the core of the technical workforce – interfacing with all other aspects of the business to keep multiple service provisions available, secure, and running smoothly. The team provides technical capacity for: service patching, incident resolution, small internal projects, security response, acceptance into service, technology upgrades, problem management, datacentre operations, automation & efficiency improvements, technical mentoring, presales input, small client projects and more.

The Infrastructure Manager leads this team and therefore has technical ownership and accountability for all client infrastructure services that comprise Lanware's 'business as usual' service. This includes the technical leadership for BAU technical resources, and the joint oversight and delivery of services to the relevant service delivery managers - working with the Service Operations Manager. The role also has direct line management responsibilities for all members of the Infrastructure & Operations team, from a technical perspective.

Ideal candidate profile

- A natural technical leader with a 'jack of all trades' skillset;
- A strong collaborative worker who inspires a "can-do" attitude amongst their colleagues;
- Excellent organisational skills with a logical approach to problem solving – utilising a large and talented team to tackle strategic issues;
- Capable of concisely capturing and documenting knowledge and leading knowledge management strategies;
- Confidently able to explain technical concepts – both to other technical colleagues and to clients;
- 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 – creating process and rigour when gaps are identified;
- Embraces a culture of best practise, process, compliance and continuous improvement;
- Demonstrate sound judgement in leading, and dealing with, security incidents;
- Possess relevant industry qualifications (e.g. MCSE, CISSP, CCNP, ITIL, VCP, CCP) demonstrating clear commitment to your own development;
- Able to converse about latest industry trends and technology developments.

Individuals performing this role are expected to have a strong technical background that allows them to discuss and review, at a strategic level, infrastructure engineering work related to our core technology stack:

Essential skills

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| • ADDS DNS, DHCP, ADCS & DFS | • Windows 7 and Windows 10 |
| • Windows Server 2008, 2012 & 2016 | • Dell Wyse Configuration (Thin Clients) |
| • VMWare vSphere, vCenter and ESX | • Microsoft SCCM |
| • Citrix XenDesktop Administration | • Cyber Security Awareness |

Beneficial skills

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| • Trend Micro Deep Security | • HP Server Hardware |
| • PKI / ADCS | • PowerShell Scripting |
| • Microsoft Office 365 | • Symantec Messagelabs |
| • Microsoft Exchange 2013 and 2016 | • Nagios Core & Nagios XI |
| • Cisco Routing & Switching | • Bloomberg, InData & Thinkfolio |
| • Microsoft MBAM | • Microsoft Azure VM & Networks |
| • Windows IIS | • Cisco Unified Communications |

- Microsoft SQL Server
- VMWare Workspace One

- Commvault
- ITSM Tools and Principles

Practical experience or qualifications in frameworks such as ITIL for Service Management would also benefit individuals performing this role.

Key responsibilities include

- Delivery of existing Lanware managed services in line with Lanware's service obligations;
- Deputised management of Infrastructure & Operations in the absence of the Technical Operations Manager;
- Contribute to the screening and interviewing of candidates for Service Desk and Infrastructure & Operations roles;
- Act as the technical authority for CAB initiatives, providing technical approval for changes where required;
- Ensuring work and system changes are aligned to Lanware standards, and where they deviate, have the relevant technical approval;
- Ownership of the BAU 'Problem Management' function;
- Managing a backlog of service improvement and risk reduction activities;
- Overseeing larger BAU initiatives and planned work;
- Co-ordinating, identifying and prioritising the provision of Infrastructure service/resource.
- Manage both the Infrastructure Team and client expectations in regards to incidents and requests;
- Supporting Service Delivery Management with technical issues;
- Take ownership of complex incidents and requests;
- Technically leading large major incidents;
- Performing the owner and gatekeeper roles in the acceptance of new infrastructure & services (either directly or through delegation);
- Maintaining skills overview of the Infrastructure & Operations Team, flagging risks and bottlenecks;
- Attend industry events to promote Lanware within the market place as and when required;
- Working with the Service Desk Management to create & maintain training plans, and providing technical guidance to enable Service Desk staff to progress and improve their technical knowledge.

Additional information

- The role may involve the manual handling of company/client equipment from time to time;
- Occasional out of hours scheduled work reactive to business needs may be needed (paid at a set overtime rate).