

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 a member of the Cloud Infrastructure Team, Lanware Senior Cloud Infrastructure Engineers operate across disciplines, confidently implementing work 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. Senior Cloud Infrastructure Engineers implement the solutions driven by the technical leadership of the Cloud Infrastructure Consultants and support all the teams to deliver the best in Cloud technology solutions as well as service improvements across the business.

If you're looking to join Lanware as a Senior Cloud Infrastructure Engineer you will have mastered a few areas and 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 project implementation and final-tier support. You will follow and provide feedback to the technical authority to continue to improve the organisation-wide best practice standards.

Ideal candidate profile

- ⊗ Builds strong relationships with clients, suppliers & key customer contacts and colleagues;
- ⊗ Has previous Public Cloud technology experience with particular focus on Microsoft 365 & Azure;
- ⊗ Embraces a culture of best practice, process, compliance and continuous improvement;
- ⊗ Understands designs, documentation and standards managing the implementation of any work smoothly;
- ⊗ Understands the need to follow a governance framework in projects and the importance of ITIL;
- ⊗ Collaborates with all the teams and project managers, interpreting design documentation and implementation of solutions (including networks as an integral part of the Cloud infrastructure) by ensuring it meets the business requirements;
- ⊗ 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 reviewing and changing designs to meet the business requirements and governance when required.

Key responsibilities

- ⊗ Implementation capabilities for storage and Cloud technologies;
- ⊗ Understanding and delivering the designed solution architecture, standards and best practice;
- ⊗ Providing continuous support whenever required to all the teams;
- ⊗ Following the Cloud Infrastructure Consultants guidance to implement complex projects, client transitions and business improvements across the business;
- ⊗ 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 70% Implementation/20% BAU/10% Design.

Skills requirements

Essential

- ⊗ Experience with Windows 10 Operating System
- ⊗ Experience with Microsoft Windows Server 201x Operating System
- ⊗ Experience with Linux Operating System
- ⊗ Experience Citrix NetScaler Gateway & Load Balancer
- ⊗ Experience Citrix XenDesktop Virtual Desktops
- ⊗ Experience with PowerShell programming language
- ⊗ Comfortable administering Microsoft Exchange Server on-premises (2016, 2019) & Exchange Online
- ⊗ Comfortable administering Microsoft Office 365 Web Apps, SharePoint & OneDrive
- ⊗ Comfortable administering Microsoft Directory Services (AD, AAD, AADDS)
- ⊗ Comfortable administering Microsoft Azure Cloud services (Security, Networks & Infrastructure)
- ⊗ Comfortable administering Microsoft technologies (Always On VPN & Direct Access)
- ⊗ Comfortable administering VMware vSphere 6.x / 7.x
- ⊗ Comfortable administering VMWare Site Recovery Manager / Azure Site Recovery
- ⊗ Comfortable administering Microsoft Windows Virtual Desktops (WVD)
- ⊗ Comfortable administering Azure/Cloud Technologies (Security, Backup, Networks, Infrastructure)
- ⊗ Comfortable administering Enterprise Mobility Management (Intune & Airwatch)
- ⊗ Comfortable administering Unified communications (Cisco CUCM, Microsoft Teams)
- ⊗ Comfortable administering Commvault Backup
- ⊗ Understanding and adherence to Cybersecurity Compliance Plans (CIS)
- ⊗ Understanding of network infrastructure
- ⊗ Understanding of VPN technologies (Azure VPN Gateway, Cisco VPN & Meraki VPN)
- ⊗ Azure Cloud Security
- ⊗ Cisco/Brocade SAN switching

Desirable

Experience working with the following technologies:

- ⊗ HPE 3PAR Storage
- ⊗ Nimble Storage
- ⊗ Microsoft SQL Server
- ⊗ Cisco & Meraki WiFi, routing & security
- ⊗ VPN technologies (Azure VPN Gateway, Cisco VPN & Meraki VPN)

Qualifications

Essential

- ⊗ ITIL Foundation
- ⊗ MCSE
- ⊗ MAAT

Desirable

- ⊗ 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.