

## Systems Engineer (Experienced) – 2<sup>nd</sup> Line

### 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 3<sup>rd</sup> line Cloud Infrastructure Engineers, Team Leaders, Project Engineers, Service Delivery Managers, Technical Project Managers and Cloud Consultants.

If you're looking to join our team as an experienced engineer, you will have at least two years of experience delivering IT. You're probably already very strong in your current role and are looking for the challenge of working in a demanding enterprise environment. 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 information technology and supporting others in their use of technology;
- ⌘ Takes pride in the quality of service delivered – seeing the human element to technical problems;
- ⌘ Excellent customer service skills, including a professional and helpful telephone manner, the ability to relate effectively to users with differing levels of skills and experience;
- ⌘ Excellent organisational skills with a logical approach to problem solving;
- ⌘ Capable of concisely capturing and documenting knowledge;
- ⌘ Resourceful in your approach whilst at the same time adhering to set procedures;
- ⌘ Embracing a culture of best practise, process, compliance and continuous improvement;
- ⌘ A demonstrated flexible and committed work ethic with a drive to continually go beyond the status quo;
- ⌘ Proven success in contributing to a team-oriented environment;
- ⌘ Excellent communication (written & oral) and interpersonal skills;
- ⌘ Knowledge of ITIL Service desk and incident management disciplines;
- ⌘ Mentors junior engineers, investing the time in less experienced colleagues to improve the overall service;
- ⌘ Good general technical skills across multiple technologies, ideally aligning with some technology in our stack:

### Required skills

- |   |                                       |  |
|---|---------------------------------------|--|
| ⌘ Windows AD/Azure AD   | ⌘ Microsoft Exchange/On Prem & Online | ⌘ App-V                                    |
| ⌘ Windows Desktop OS  | ⌘ Application Packaging               | ⌘ IT process improvement                   |
| ⌘ Windows Server OS   | ⌘ SCCM & Intune                       | ⌘ Supporting bespoke business applications |
| ⌘ Microsoft 365 (Windows 10, Office 365, SharePoint, OneDrive, Teams) | ⌘ System Center CM                    | ⌘ VOIP Systems – Cisco or Teams            |
| ⌘ Virtual Desktops/WVD  | ⌘ Desktop Hardware                    | ⌘ SQL Server                               |
| ⌘ VMWare  | ⌘ HP Server Hardware                  | ⌘ Cyber Security                           |
|   | ⌘ Cisco Networking                    | ⌘ VMWare AirWatch                          |
|   | ⌘ PowerShell Scripting                |  |

### Key responsibilities

- ⌘ Working as part of the Service Desk providing 2nd line technical support;
- ⌘ Managing user expectations and ensuring user satisfaction for all incident resolutions;
- ⌘ Dealing with escalations from 1<sup>st</sup> line Systems Engineers;
- ⌘ Responsible for escalation of incidents to relevant management as required;

- ⌘ 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 enhanced overtime rate);
- ⌘ 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.

### **Additional information**

- ⌘ The role may involve the manual handling of company/client equipment from time to time.