

# Cloud Infrastructure Engineer - Contract



## 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 part of the Cloud Infrastructure Team, Lanware Cloud Infrastructure Engineers operate across disciplines, with a strong support role, and implementing work when required across many fields and with particular focus on End User Computing and Cloud Infrastructure technologies. Cloud Infrastructure Engineers support the solutions implemented by the technical leadership of the Cloud Infrastructure Consultants and expertise of the Senior Cloud Infrastructure Engineers. Their key support role means their expertise is required to support all the teams to deliver the best in Cloud technology solutions on a day to day basis.

This is a broad role with focus on final-tier support and the administration of predominately private cloud technology.

## Ideal candidate profile

- ⊗ Has recent experience of working in a Managed Services (public or hybrid cloud) or Hosting Provider environment;
- ⊗ 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;
- ⊗ 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;
- ⊗ 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 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

- ⊗ 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;
- ⊗ 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
- ⊗ Participating in projects being delivered to learn from the Senior Cloud Infrastructure Engineers and to grow technical knowledge;
- ⊗ Participating in project governance from stage 1 to understand how it will affect BAU and how it can be best supported;
- ⊗ It is anticipated the split of this role will be 80% BAU/20% Implementation.

## Skills requirements

### Essential

- ⊗ Comfortable administering Microsoft Exchange Server on-premises (2016)
- ⊗ Comfortable administering VMware vSphere 6.x
- ⊗ Comfortable administering Citrix NetScaler Gateway & Load Balancer
- ⊗ Comfortable administering Citrix XenDesktop Virtual Desktops
- ⊗ Comfortable administering Microsoft Directory Services (AD, AAD, AADDS)

- ⊗ Comfortable with Configuration Manager (SCCM)
- ⊗ Experience with Windows 10 Operating System
- ⊗ Experience with Microsoft Windows Server 201x Operating System

### Desirable

Experience working with the following technologies:

- ⊗ VMWare Site Recovery Manager / Azure Site Recovery
- ⊗ HPE 3PAR Storage
- ⊗ Nimble Storage
- ⊗ Cisco/Brocade SAN switching
- ⊗ Enterprise Mobility Management (Intune & Airwatch)
- ⊗ Microsoft SQL Server
- ⊗ Cisco & Meraki WiFi, routing & security
- ⊗ VPN technologies (Azure VPN Gateway, Cisco VPN & Meraki VPN)
- ⊗ Microsoft VPN technologies (Direct Access)
- ⊗ Unified communications (Cisco CUCM, RedBox, Verint Verba)
- ⊗ Commvault Backup
- ⊗ Exchange Online
- ⊗ Microsoft Office 365 Web Apps, Teams, SharePoint & OneDrive
- ⊗ Microsoft Windows Virtual Desktops (WVD)
- ⊗ Linux Operating System
- ⊗ PowerShell programming language
- ⊗ Understanding and adherence to Cybersecurity Compliance Plans (CIS)

### **Qualifications**

#### Desirable

- ⊗ MS-500
- ⊗ AZ-140
- ⊗ CCNA

### **Additional information**

- ⊗ All candidates must be willing to work at least 3 days per week in Central London, depending on business requirements;
- ⊗ 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.