

## 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 to be the market leader by providing the best possible service - meeting the high standards our clients expect from us.

Lanware's financial services sector clients range from a growing number of independent asset managers, through to insurance companies and specialist banks. By partnering with Lanware the clients benefit from industry experience and being part of a close-knit community of clients with similar needs, cultures, and objectives. Lanware's flagship service, Finance Forward 365, is an all-encompassing managed service which delivers high quality user support, the latest modern workplace technology and managed cloud infrastructure all tailored to the needs of financial services.

The Cloud Infrastructure Team (CIT) are the core senior technical workforce – supporting all other areas of the business to design, implement and keep critical cloud services available, secure, and running smoothly.

The team has a dynamic workload and set of priorities, their primary purpose is to provide senior technical resources focused on modern workplace and public cloud transformations. The team also provides traditional Business as Usual (BAU) services such as final tier incident, problem and change management, networking and cyber security operations.

The Head of Cloud Infrastructure's primary role will be to lead and manage the CIT team, allocate resources to both BAU and projects, offer technical guidance, act as a point of contact with the rest of the business as well as supporting some consultancy work with clients.

In order to be successful in this role, you will be passionate about Cloud with particular focus on Microsoft 365 and Azure technologies. You still love the challenge of solving problems and have an insatiable thirst for technical knowledge as well as leading, managing and developing your team of talented engineers.

Reporting into the Managing Director, but working alongside the CTO, the right candidate will ensure the team implement and maintain services as per their strategy, designs, and standards. They will also have oversight of technical implementations and work closely to support both sales and service delivery functions.

## Ideal candidate profile

- ⊗ A natural technical leader with a versatile skill set;
- ⊗ Has experience of working in a Managed Service Provider (Microsoft public cloud environment), leading professional services and the BAU team;
- ⊗ Passionate about Cloud technology and holds certifications within Microsoft 365 and Azure;
- ⊗ A strong collaborative worker who inspires a "can-do" attitude amongst their colleagues;
- ⊗ An experienced manager who holds a proven track record of success in leading a dynamic team, and able to nurture budding technical prodigies and simultaneously lead experienced operations staff;
- ⊗ Excellent organisational skills with a logical approach to problem solving – utilising a large and talented team to tackle strategic issues;
- ⊗ Builds strong relationships with clients, suppliers & key customer contacts and colleagues;
- ⊗ The ability to juggle multiple competing priorities and manage multiple both internal and external stakeholders;
- ⊗ 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;
- ⊗ Has a flexible and committed work ethic, driven to continually go beyond the status quo;
- ⊗ Embraces a culture of best practise, process, compliance and continuous improvement;
- ⊗ Able to converse about latest industry trends and technology developments;
- ⊗ Understands service support and delivery in an ITIL based environment;
- ⊗ Passionate about information security;
- ⊗ Understands the particular challenges of working in a financially regulated environment;
- ⊗ Has experience working with project management, understanding project methodology, and can demonstrate an understanding of the resource conflicts that will need to be managed.

## Key responsibilities include

- ⊗ Management for all Cloud Infrastructure Team (CIT) members including objectives and performance management, overtime, and leave processes;
- ⊗ To lead and set priorities for CIT teamwork load, and allocate resources to both BAU and projects;
- ⊗ Work closely with the CTO to set technical strategy and standards, and ensure they are adhered to; the review of designs, and the implementation of best practise;
- ⊗ Maintaining skills overview of the Cloud Infrastructure Team, flagging risks and bottlenecks;
- ⊗ Provide technical oversight and approval for all submitted changes;
- ⊗ Continual input into the project lifecycle to ensure the technical approach is supportable and sustainable within the BAU provision;
- ⊗ Leading project resourcing meetings for the CIT maintaining a strong relationship with the Project Management team;
- ⊗ Acting as a Technical Sponsor for various strategic client projects;
- ⊗ Ad hoc design and consultancy work with clients;
- ⊗ Ownership of the BAU 'Problem Management' function;
- ⊗ Managing a backlog of service improvement and risk reduction activities;
- ⊗ Supporting Service Delivery with escalated technical client issues and major incident management;
- ⊗ Work with the outsourced ISMS Manager for ISO 27001;
- ⊗ Attend industry events to promote Lanware within the marketplace as and when required.

## Skills requirements

### Essential

- ⊗ > 3 Years' management experience within a similar position;
- ⊗ Exceptional communication skills, both verbal and written;
- ⊗ Exceptional team management skills;
- ⊗ Leadership and organisational abilities;
- ⊗ Strategic thinking;
- ⊗ Problem-solving aptitude;
- ⊗ Ability to delegate efficiently;
- ⊗ Experience working with the following technologies:
  - ⊗ Windows 10/11 Operating System;
  - ⊗ Microsoft Windows Server 201x/202x Operating System;
  - ⊗ Linux Operating System;
  - ⊗ Microsoft Exchange Online;
  - ⊗ Microsoft Office 365, SharePoint & OneDrive;
  - ⊗ Microsoft Directory Services (AD, AAD, AADDS);
  - ⊗ Microsoft Windows Virtual Desktops (WVD);
  - ⊗ Enterprise Mobility Management Intune;
  - ⊗ Unified Communications via Microsoft Teams
  - ⊗ Microsoft Azure Cloud services (Security, Networks & Infrastructure);
  - ⊗ Microsoft technologies (Always On VPN & Direct Access);
  - ⊗ Azure Site Recovery;
- ⊗ Understanding and adherence to Cybersecurity Compliance Plans (CIS);

### Desirable

- ⊗ Experience working with the following technologies:
  - ⊗ Cisco & Meraki Wi-Fi, routing & security;
  - ⊗ VPN technologies (Azure VPN Gateway, Cisco VPN & Meraki VPN);
  - ⊗ IP networking, VPN's, DNS, load balancing and firewalling;
  - ⊗ PowerShell programming language;
  - ⊗ VMware vSphere 6.x / 7.x

## Qualifications

- ⊗ ITIL Foundation;
- ⊗ Microsoft Modern Workplace, Azure Administration & Security Certifications.

## Additional information

- ⊗ The role may involve the manual handling of company/client equipment from time to time;
- ⊗ All candidates must be willing to work in Central London 3 days per week;
- ⊗ This role will include travel to client sites and other Lanware sites;
- ⊗ Occasional out of hours scheduled work reactive to business needs may be needed.