Network Architect

The role

The Network Architect role has as core engineering component, which understands our technology standards and strategies and builds network solutions to provide business value whilst considering existing and future systems, licensing models, performance needs and support.

About us

Chaucer is a leading insurance group underwriting risks at Lloyd's, the world's specialist insurance market. It deploys specialist underwriters in all major insurance and reinsurance classes, including aviation, casualty, energy, marine, property and treaty.

Headquartered in London, Chaucer has international operations in Copenhagen and Singapore, and affiliate offices in Miami and New York, providing access to high quality business worldwide.

Main responsibilities

Responsibilities for this job role include working within the Infrastructure Operations Team to pool ideas to assist in researching, analyzing, designing, proposing, and delivering solutions that are appropriate for the business and technology strategies.

The Network Architect would also work across several functional areas, acting as a visionary to proactively assist in defining the direction for current and future projects. The successful candidate will conceive solutions, build consensus, and sell/execute solutions, and will deliver a set of technology recommendations, which represent software and hardware components, available from the market or configured within the organization into technology platforms. This role is involved in all aspects of the project life cycle. Additional responsibilities may include establishment of the overall architectural view, identification of major system interfaces, enterprise-wide scale, fault tolerant designs, and opportunities for process reengineering within their area of expertise.

The Network Architect applies principles, plans, roadmaps and standards to business needs to produce solutions that provide maximum total business value, considering the existing and future systems, environments, costs and needs.

The Network Architect should have solid troubleshooting and communication skills, can work across many areas within the organization to provide timely incident response and resolution and proactively look for ways to improve user experience.

As part of the Infrastructure Operations Group you will be responsible for Incident Management, Event Management, and the general availability of the environment. This includes coordination with external vendors for support and maintenance activity as well as collaboration with other teams to raise issues/ risks within the environment with a focus to reduce incidents and maintain high customer satisfaction levels.

The Infrastructure Operations Group works across several functional areas including the integration into the project lifecycle specifically as items transition into Operations for support. This role also has strong links to the DBM Team and Service Desk. Infrastructure Operations will also self-initiate work specific to their domain as it relates to health checks, technology refresh, patch management, automation and risk management, optimization and capacity needs. Additional responsibilities include hardware and software asset management, selection of support vendors, and management of vendor and partner relationships.

- Incident Management includes proactive and reactive monitoring and event management.
- Participation in root cause analysis as part of Problem Management
- Asset management including hardware, software and licenses
- Participates in continual process improvements to ensure system availability
- Disaster Recovery planning and execution
- Implement cost effective system solutions adhering to best practice models for operational support
- Able to diagnose complex problems across the network and associated systems using knowledge, tools and logic principles, determine root cause, and design solution
- Evaluates integration points and is able to identify the impact and potential disruption of a particular solution.
- Providing technical consulting on complex issues surrounding the usage of the IT operational environment, on the integration of systems into the environment and on a specific product
- Applies specific problem-solving methodologies to solve complex problems, analyzes information, develops strategies and recommends alternative solutions
- Researches issue in depth across multiple trusted sources
- Anticipates future outcomes and obstacles of alternative solutions; plans contingencies
- Proactively seeks out unknown technology risks, through team collaboration and discussion with subject matter experts
- Formally identifies risks and mitigation strategy options, including recommended approaches
- Takes ownership of all technology risks, ensuring mitigation and/or management
- Escalates technology risks to the appropriate level when required to gain visibility or action

To apply for this role, please send your CV to careers@chaucerplc.com

Our requirements

Relevant experience

Essential

- Relevant industry experience in a service delivery role
- Experience managing relationships with multiple suppliers, including suppliers in outsourcing contracts

Technical background

Desirable

Large Scale Design Experience

Technical skills

Essential

Cisco; Campus and Data Centre / Enterprise networking; WAN/LAN/WLAN; Routing, switching; Firewall; MPLS; BGP/EIGRP; TCP/IP; Wireless Technologies; SAN / ISCSI'; VoIP; IDS/IPS; WAN optimisation; VPN; VRFs; 802.1x; QoS; SDN; Citrix Netscaler; Microsoft, Wintel, Server (2008 - 2016) / Desktop OS (win 7 - 10); ITIL; and Vmware Vsphere;

Desirable

- Knowledge of Lloyd's and financial services regulatory regimes

- Intermediate knowledge of MS Visio and experience of process mapping

Education and qualifications

Essential

- C3 A Level qualifications

Desirable

- Citrix XenDesktop, Storefront; Microsoft Exchange; Microsoft Domain Services; Dell Hardware; ADFS; Powershell; and SDLC

Personal skills

- Ability to be thorough when necessary
- Well-presented and business-like
- Professional outlook
- Flexible at all times
- Very good interpersonal and organisational skills
- Good communication skills with the ability to liaise at all levels
- Work as part of a team
- Adapt to a pressured environment
- Self-motivated