

Professional Services Technical Consultant – SFIA: [Level 4](#)

Location	US - Remote	Department	Professional Services
Hours	Full-time (40 hours/week)	Reporting to	Head of Professional Services

About us	<p>We have two world class software products: Guardian - detects, monitors and assures your complete IT estate for configuration drift and operational stability, Alchemy frees enterprises from running unsupported Windows and Citrix platforms by making otherwise incompatible applications run on the newest supported platforms – whether they run on-premises or in the cloud.</p> <p>We work in an environment of collaboration, continuous improvement, honesty, and humility. We build a customer-focused, high-quality product, relying on peer reviews, and teamwork to improve and develop ourselves in everything we do.</p> <p>Recently announced as one of the UK’s Fastest Growing Technology Companies by Deloitte, Cloudhouse is also the Preferred Partner globally for the AWS End of Support Migration Program for Windows Servers (EMP), as well as a migration partner for Microsoft’s Windows Virtual Desktop. Cloudhouse is relied upon by a number of Government departments as well as organisations across all sectors including the National Australia Bank, NASA and Centrica.</p>
About the role	<ul style="list-style-type: none"> You will work across both our Alchemy and Guardian products, but with focus initially on Guardian. see www.cloudhouse.com You will implement Guardian either as an on-premise or hosted solution You will work with customers to understand their requirements You will train our customers on how to get the most out of Guardian You will provide support to our US and Americas customer base, using JIRA as the service desk (an on call rota is part of the role)
About you	<ul style="list-style-type: none"> You are self-motivated and driven to learn new technologies You have a logical approach to problem solving You show leadership in developing and applying best practices and policies You are willing to initiate and embrace change You have a strong background in either IT Operations (systems administration) or engineering
You feel at home doing these	<ul style="list-style-type: none"> Windows Servers and Linux system administration Competency in a scripting language i.e. Python or PowerShell Working with network devices such as routers, switches, firewalls, load balancers, and WAFs Working independently to deadlines without compromising quality Collaborating not only internally within Cloudhouse but with customers and end users Traveling to customer sites as and when required
These would make you stand out from the crowd	<ul style="list-style-type: none"> Ability to read & understand React, Ruby on Rails, C# and Golang to facilitate troubleshooting Experience of AWS, Azure and/or Google Cloud A demonstrated history (GitHub/portfolio/résumé) of collaboration on projects or products utilizing one or more of the technologies we use; Docker, Kubernetes, JS, Angular A relevant degree or another rigorous discipline
Benefits	<ul style="list-style-type: none"> Private medical insurance Group life assurance scheme Group income protection Employee Assistance Programme

To apply send your CV/LinkedIn URL to recruitment@cloudhouse.com