

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

Location	US East Coast - Remote	Department	Professional Services
Hours	Full-time (40 hours/week)	Reporting to	Technical Manager

<p>About us</p>	<p>We have two world class software products: <b>Guardian</b> - detects, monitors and assures your complete IT estate for configuration drift and operational stability, <b>Alchemy</b> 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>
<p>About the role</p>	<p>Professional Services Consultants at Cloudhouse enable our customers to migrate their legacy applications to supported, modern platforms, be that on the desktop, on-premise, virtualised or in the Cloud. We work with the leading cloud vendors including AWS, Azure and GCP. Our world class product is continually improving and evolving, our mantra of ‘leave no app behind’ means customers can take their legacy applications with them as they evolve to future platform models.</p> <p>Our team constantly innovates to find faster and more efficient ways to deliver applications, so if you love a technical challenge, where time flies by and you work with high calibre colleagues learning new things everyday... read on!</p> <ul style="list-style-type: none"> <li>• Enterprise Software Migration - using Cloudhouse’s proprietary technology.</li> <li>• Customer Success - Be the expert that the customer trusts to build their new environments.</li> <li>• Documentation - Documenting the technical work you have done and any fixes.</li> <li>• Technical troubleshooting and support - Helping customers resolve issues encountered in their live systems.</li> <li>• Pre-Sales Demos and Technical Workshops - Assisting sales and presales on technical calls if needed.</li> </ul>
<p>About you</p>	<ul style="list-style-type: none"> <li>• You are self-motivated and driven to learn new technologies.</li> <li>• You have a logical and analytical approach to problem solving.</li> <li>• You are willing to initiate and embrace change.</li> <li>• You have a strong background in either IT, preferably in a consultancy position.</li> <li>• You have the ability to work towards deadlines without compromising the quality of work.</li> <li>• You have excellent written and communication skills, both technical and non-technical.</li> <li>• You have experience of working independently with clients and having good customer-facing skills.</li> </ul>
<p>You feel at home doing these</p>	<ul style="list-style-type: none"> <li>• Experience with working in a small team (Our Professional Services team is currently c.15 people)</li> <li>• Experience with Enterprise Software in a Windows OS (both desktop &amp; server) environment</li> <li>• Experience with migrating legacy applications and portfolio servers to supported operating systems.</li> <li>• Excellent technical Diagnosing and Troubleshooting skills along with experience using SysInternals and other troubleshooting tools.</li> <li>• Knowledge of security controls in an enterprise environment</li> <li>• Knowledge of Windows APIs, communication protocols and software integration tooling</li> <li>• Experience of application debugging</li> </ul>

	<ul style="list-style-type: none"><li>• Experience with implementing software at enterprise size customers</li><li>• Knowledge and understanding of Client/Server applications with multi-tier architectures</li></ul>
These would make you stand out from the crowd	<ul style="list-style-type: none"><li>• Previous virtualized software packaging experience (AppV/ThinApp/MSIX)</li><li>• Decompiling skills (.NET/C++)</li><li>• Experience using Microsoft SHIMS for application compatibility</li><li>• Experience scripting and automating (PowerShell, Batch, VB, etc)</li><li>• Experience with Windows Server roles and features and the roles they play in the application architecture (IIS, Clustering)</li><li>• Experience with Infrastructure products\environments, both on-prem and big 3 Cloud experience (AWS/GCP/Azure)</li><li>• Experience with Jira or similar Kanban reporting solutions</li><li>• A relevant degree or another rigorous discipline</li></ul>
Benefits	<ul style="list-style-type: none"><li>• Private medical insurance</li><li>• Group life assurance scheme</li><li>• Group income protection</li><li>• Employee Assistance Programme</li></ul>