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BACKBONE: A PROFILE

Backbone is an IT support company established in November 1998 specifically to cater for the SME marketplace in central London. We currently support around 80 businesses ranging from organisations with 70 users and multiple servers down to a single individual running a business from a laptop. All networks are Microsoft as opposed to Novell or MAC, although we do support the odd MAC within a Microsoft network.

We turnover around £1.3million and employ 20 staff of whom most are technical, working either on the helpdesk or as server or field engineers.

The field engineers are expected to have first class communication and technical skills as the position is a combination of customer account management and technical support. Field engineers will be allocated a number of clients that they will be responsible for managing on a day to day basis and therefore the ownership and level of detail they pay to the account is vitally important. They should be highly skilled in workstation queries and have at least basic server related skills such as setting up new users in AD, configuring profiles, restoring backups and so on.

We are looking for candidates with at least three years *practical* experience in Microsoft Windows XP Professional & Server, Microsoft Windows 2000 Professional & Server, Microsoft Office 2000, XP & 2003, Microsoft Exchange Server 2000 & 2003, Symantec, McAfee, general printer and scanner experience and also skills with PDAs including Blackberry's and Palm Pilots. Experience in Trend Micro and MACs would be beneficial also.

In the Spring of 2004, we purchased our offices outright which are based in Farringdon which is a sign of our financial security and a perfect base for access to our client base which are 90% based in central London.

Hours are 9am – 5.30pm, although flexibility at the end of a day to complete a job is expected. Overtime is paid at weekends which are busy times for us when working with new installs, upgrades and other network related projects, so engineers will be required to be available to work from time to time at weekends.

To find us, click [here](#):