



1892 Building, Sans Walk, London EC1R 0LU

☎ 020 7549 2266
☎ 020 7549 2255

mike.wills@backbone.uk.com
www.backbone.uk.com

SERVER ENGINEER TEAM LEADER BRIEF

Backbone is an IT support company established in November 1998 specifically to cater for the SME marketplace in central London. We currently support around 50 businesses ranging from organisations with 70 users and multiple servers down to a single individual running a business from a laptop. We support Mac environments as well as Windows so any MAC experience is an advantage.

We turnover around £2.5 million and have 23 full time staff of whom most are technical, working either in a blended capacity consisting of time in the field and time on the support desk or as server engineer (which also sometimes includes the above too). The teams are split into three and each has a team leader that reports into the managing director. The team leaders need to be technical, especially the server team leader, but of equal importance, supreme leaders of people and motivators. The position is a combination of designing, implementing and enforcing a technical policy for the company, customer relationship building and technical support.

The server engineer team leader is expected to help in pre sales on a technical architecture basis and coordinate the delivery of any work that comes their way. We are growing quickly and their ability to “steer the ship” by delegating, motivating, dealing with issues as they arise and working under intense pressure is key to the continued growth of the business.

The work carried out by Server engineers is split between the office and onsite with around 60% in the office and 40% onsite. The server team leader is expected to be office based the majority of the time guiding and supporting his/her team remotely. They should be highly skilled in detailed in-depth server related troubleshooting issues.

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.

We run an ASP Hosting solution called Road to Work which is taking off rapidly www.roadtowork.com so any hosting experience is valuable, but not critical as we have a dedicated technical architect in this role and run the platform superbly.

If interested in this role, please state the following in your covering letter to accompany your CV:

- Your reasons for looking for a new job
- Your notice period / availability
- Whether you are a UK citizen or in the UK on a work visa
- Your current salary and goal in new position

Salary: £35,000 - £45,000

Experience & skills with PDAs including Blackberry's and Reuters & Bloomberg would be beneficial. We support a wide variety of companies including Publishing, Traders, Accountants & Restaurants, so there is a varied experience with a great deal of opportunity to learn new skills.

We are looking for candidates with at least **ten** *practical* years experience in:

Product/Area	Level of Skill Required 1 – exposure 5 – comfortable with product 10 – expert
Windows 2003	9+
Windows 2000 Server	8
Exchange 2003	9
Exchange 2000	7
TCP/IP knowledge	9
SMTP (Internet)	9
DNS (Internet)	9
Network design - Routing small/medium - vLANs (and tagging) - Network Load Balancing	8
Thin Client	7
Terminal Services	7
Citrix	3
Firewalls (generic knowledge)	9
Firewalls (platform knowledge) - Cisco Pix - Fortinet / Fortigate	5
Antivirus packages - TrendMicro	7
Veritas / Symantec Backup Exec	9
Hardware platforms - IBM/HP - Low/Midrange	7
Data protection solutions - Tape hardware - Backup solutions	7
Desktop clients	6
Blackberry Enterprise Server	8
Exchange 5.5	3
Apple Mac	3
Troubleshooting methodology	10
Communication skills	10
Documentation skills	10

Other Talents:

Management and escalation path for client related issues and seeing a problem through to completion. Being able to work unsupervised.

Strong working knowledge of the following Microsoft products and technologies

- Windows 2000/2003
- Exchange 2000/2003
- Active directory

THE ROLE IN DETAIL

- To dictate the technical policy direction for Backbone's existing clients
 - Document, train and educate all engineers on agreed standards (incl. server / workstation / network / security/firewall)
 - Ensure Ops are notified in good time before hardware upgrades are needed
 - Determine when to begin supporting new releases of software and that all engineers are properly trained up / familiar with them beforehand
 - Improve the efficiency of the way Backbone clients are supported – e.g. replacement to current monitoring procedures (looked after by a company called Zenith)
 - Ensure all sites are properly documented
 - Maintain a list of supported software / hardware
 - Constantly look out for & test new suitable products that could be sold to enhance and differentiate ourselves from the competition as well as offer significant value to our clients
- To operate almost entirely from the office (EC1) and control the workflow of the server team
 - Manage allocation of jobs escalated by Ops
 - Where possible, plan thoroughly scheduled work to avoid unnecessary problems
 - Write up jobsheets for the team & ensure individuals are fully briefed on forthcoming jobs
 - Manage, assist & provide guidance to the team with all work including projects, disasters, general maintenance at all times
 - Report back to Ops on progress of work and any issues arising at least every 4 hours
 - To quality control all work done by the server team, take full responsibility for its accuracy and ensure rapid and effective action is taken to resolve any issues
 - Ensure all work is thoroughly documented when completed and *before* allocating new work
 - Liaise with clients with regard to setting expectations on disaster recovery, scheduled projects, downtime for maintenance,
 - Attend client & prospect meetings
 - Build & configure equipment at Backbone's offices prior to dispatch to site
 - Attend client sites in emergencies or where no suitable member of the team can be found to do so within an acceptable timeframe
- To report to the Managing Director and be accountable for anything of a technical nature
 - Be available 24/7 in the advent of a serious emergency
 - Respond promptly to CEO and team leaders within work hours
 - Monitor email and voicemail out of normal work hours with supplied mobile device should a serious emergency arise and you need to be contacted.
 - To attend team meetings weekly
- To work closely with the other Team Leaders (Field & Support and Operations) to ensure harmony and agreement in strategic technical direction of the business
- To meet with the server engineers a minimum of monthly as a group and a minimum of once every three months individually
- To reduce the percentage of self-made errors / snags measured by re-visits, complaints, faults arising as a result of Backbone's mistakes / mis-configurations / oversights / poor policies
- To manage and maintain the internal Backbone network to ensure stability
- To constantly look for ways to improve the efficiency of Backbone's internal IT (e.g. SharePoint, Document Management, further integration with our Database etc)

- To ensure an effective test environment is always available at Backbone for use in testing and training
- To work on pre-sales opportunities with the sales & operations team in designing the architecture for network upgrades, new installs, multi site roll outs etc
- To work closely with our key suppliers, build the relationship with them (Microsoft, HP, Fortinet, Trend Micro, Cisco) and ensure all benefits are utilised from our partnership status with them.
- To recruit new members of the server team as and when needed
- To develop the skill set of the existing team of engineers including field / support as well as server engineers