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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.

Ideal background:

In-depth knowledge of Windows 2000/2003/XP operating systems, Microsoft Office 2000, XP and 2003, desktop applications, wireless devices and configurations, computer hardware and related devices.

You should also have an understanding and basic knowledge of Windows server 2000 and 2003 with Exchange 2000 and 2003, Active Directory, TCP/IP, LAN/WAN, VPNs, routers and firewalls, PDA's and Blackberry devices.

Advantage:

Macintosh, Cisco, Backup Exec, Trend Micro AV, Symantec AV, MCSE, Firewall and router knowledge.

JOB DESCRIPTION:

We are looking for an enthusiastic, energetic and professional engineer to join our support desk and troubleshoot 1st, 2nd and 3rd line problems in a Windows based environments. This is a superb opportunity for someone that has a thirst for knowledge and desire to advance their general IT skills and knowledge base.

You will be working alongside other support engineers on a daily basis troubleshooting everything from a wireless mouse not working to problems on a server. If you like variety, this is the job for you!

You must possess excellent communication skills as all the work is remote and therefore the telephone is a vital tool in your day to day work.

Benefits:

- * Working for a fast growing dynamic company that has a solid background and an exciting future.
- * Broad client base using latest technologies.
- * Internal and external training provided.
- * Informal professional working environment.
- * Private health Care.
- * 20 days annual holiday.
- * £18-30k + benefits

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