

Technical Team Members – Job Specification

Company: secureVirtual

Location: Richmond-Upon-Thames, Surrey

Job Title: Technical Support

Salary: DOE + Bonus + Benefits

The Software Connection Ltd
70 Hill Street
Richmond
Surrey
TW9 1TW

T +44 (0) 20 8099 1500
F +44 (0) 20 8099 1505

www.securevirtual.com

Parent Company Vision:

The future vision of the organisation is to help team members achieve high quality of lives, while at the same time making a positive difference in the world. As a company we will become a leader in innovation and revolutionise the way staff are treated and rewarded – becoming the first true collaborative company. All this will be made achievable by championing our core values and focussing on learning and continuous improvement in everything we do.

What we are looking for:

We are currently looking for bright and energetic Technical Support team members with a strong interest in network technology and virtualisation to join our team and help make our product, secureVirtual.com, a leading enterprise class virtualisation solution.

We are a close-knit company delivering hosting, consultancy and bespoke software development as well as bringing our own ideas to life. We have some big ambitions for 2010 and want the best calibre team to help us achieve them.

Passionate about technology, caring about the end user's experience and with an excellent ability to see solutions and improvements - you will be rewarded by a supportive development culture - giving you excellent hands on experience and learning opportunities.

This role will involve a lot of interacting with our clients and other third parties, so a strong communication style and the ability to talk in layman's terms will be essential.

Objectives:

- Supporting and maintaining a live network and server infrastructure to ensure continuous up-time and optimal performance and security. The infrastructure includes physical servers, virtual servers, switches, routers, firewalls, FC SANs, iSCSI SANs, VMware, MS Win2k3, MS Exchange, BES, Linux, DSL, and internet.
- Providing support and consultancy to clients and consultants via phone, email and remote-control in the following areas: Win2K3, Windows XP, Microsoft Active directory, Exchange 2003, MS Office Suite 2003, firewalls, TCP/IP networks, and virtualisation.
- Developing a knowledge-base of "How To" instructions for supporting and maintaining the network and server infrastructure.
- Continuous improvement of the infrastructure by identifying weakness, suggesting improvements in the use of existing technology and improvements through new technology.
- Evaluate, test and implement new software, hardware, configurations, and architectures as our clients improve and expand their infrastructure.
- Be available "on call" out of hours in a support rota.

The person:

- With a keen interest in the server/network field you should have an excellent knowledge of the technologies mentioned above or a strong desire to learn them quickly.
- An interest in and preferably some good knowledge of virtualisation.
- You're a very fast learner who thrives on challenges and wants to learn new technology and skills.
- You're an excellent communicator and team worker who can work well with others - even in stressful situations.
- You have the ability to see the bigger picture when needed, but can also display an excellent attention to detail.
- You want to be part of a customer focused team which delivers an exceptional customer experience.
- You're excited by this job opportunity!

Core Values:

We have a set of core values which are aligned to our company vision. All of our team represent these values in every aspect of their job. The successful candidate will have to be advocate of these core values.

1) Honesty:

Committed to the truth in everything we do. We are honest with each other, but most importantly we are honest with ourselves. We admit when we are not good at something and when we don't know the answer – this is fundamental to building our learning focused culture.

2) Desire to develop:

We won't settle with what we know, we are committed to improving our knowledge. There is a complete openness to learning and fundamental belief in continuous improvement.

3) Collaborative working:

We believe that great things can be achieved if we work together in the right way. We share knowledge and ideas and are always thinking about ways to improve collaboration.

4) Accountability:

We have no blame culture. Full stop! We all take accountability for our area of responsibility and our individual actions. We do not consider them mistakes, they are learning opportunities.

5) Passionate:

We are all passionate and incredibly excited about what we can achieve as a company and how each person's role plays such an important part in achieving it.

6) Desire to make a difference:

All of us want to make a difference, whether this is about improving the way we work, making our customers lives better or working towards making a world wide impact. Every one of us wants to achieve more than just the typical 9 to 5.
