

## **COMM-TECH.ORG**

Working from South London we support the staff of 50 charities, local activist and community groups with their IT systems. We cover all platforms and operating systems.

You can read more about us on our (“retro”) website: <http://comm-tech.org/>

### **Support Engineer (part time)**

We are looking for someone special to work with our support team. Applicants will need a broad working experience of various IT systems and networks. We are an ambitious and growing organisation with a highly motivated and expert staff. Expect a steep learning curve and demanding hours.

#### **These are some of the skills we looking for:**

- Networking experience and troubleshooting
- Technical expertise in Windows and desktop applications
- The ability to communicate about technical issues clearly and effectively by telephone and email with people of all languages and cultural backgrounds.
- A sense of responsibility and initiative
- Attention to detail and willingness to learn, out of hours if necessary
- A keen and practised interest in Open Source software
- Flexibility
- Windows and Linux server administration experience and expertise
- An interest in working with advancing technology for the good of all.
- The ability to RTFM without being told

#### **Of added advantage will be:**

- Expertise in Windows Server admin and bare metal recovery
- Some level of Zarafa/Kopano Administration expertise
- Powershell, bash and python expertise
- MySQL/MariaDB database design and admin
- Compiling customised Linux kernels

#### **Some of the typical things your team will have to do in a day:**

- Diagnose and resolve a problem with an email server
- Re-build a corrupted Windows 2013 server group security policy in Active Directory
- Diagnose and resolve issues with backup systems
- Liaise with ISP, telecoms provider and web services provider to restore

- internet connectivity and communications for an organisation
- Write and cost a proposal for installation, set up and maintenance of a small network.

### Some of the more interesting things:

- Analyse firewall logs and adapt firewall rules to compensate for DOS or spam attacks.
- Build, configure and optimise an email server.
- Call-out to clean a site with severe virus infections on 10 computers and a server – all inside of a day!

### Responsibilities:

1. Responsibility for ensuring phone calls and emails from clients requiring our support are responded to and dealt with according to our support agreements with those clients.
2. To be available for call-outs to client sites when required (on the days contracted).
3. To ensure that a cordial and professional relationship maintained with clients at all times, and to notify your line manager of your activities.
4. To keep documentation of all your work and ensure and your activities are logged appropriately.
5. To assist in any other activities of the organisation, where required.
6. To adhere to all organisational policies in force at during the time of your supply of services to the organisation.

### The interview:

As well as the standard interview you will also be asked to demonstrate your practical knowledge by solving problems with both Windows Server/Exchange and on a Linux mail server.

### Remuneration:

The full time rate is £18,500 p/a

Initially the position is for a minimum of 3 days per week at £11,100 p/a  
Wages increase above inflation after year 1.

### Time line

Applications close: midnight on 26/10/16

Shortlisting: Week commencing: 28/10/16

Interviews: 2/11/16 and 3/11/16

Appointment: 7/11/16

Training: November, by arrangement

Employment start date: 1<sup>st</sup> December

If your interested please email us at [team@comm-tech.org](mailto:team@comm-tech.org) with your CV and a cover letter.