

Job opportunities

Title:	Back-Up Engineer		
Location:	Staines, Middlesex		
Package:	Competitive Salary (DOE) + benefits		
Benefits:	25 Days Annual Leave	Life Assurance Scheme	
	5 Days Annual Study Leave	Income Protection Scheme	
	½ Day Annual Birthday Leave	5% Contributory Pension Scheme	
	Private Family Medical Scheme	Subsidised Gym Membership	

Summary:

Attenda is a leading specialist in the provision of managed services solutions for operating Internet and enterprise applications. We currently manage business and brand critical applications for 134 of Europe's leading companies including bmi, Christian Aid, easycar, Princes Foods, St. James's Place and Travelodge. Our services allow our Clients to selectively outsource their IT operations and re-focus on using IT to add strategic value to their business. Through a commitment to operational excellence, we manage, secure and optimise the performance of our Clients applications irrespective of the physical location of the infrastructure.

The company is financially strong and we have earned the industry's leading accreditations ISO9001, ISO27001, ISO20000 and is an HP Signature Partner, a Microsoft Gold Certified Partner, and a SAP Adaptive IT Hosting provider. In addition we are one of only seven companies to have been ranked in the UK's Sunday Times ARM Tech Track 100 for three consecutive years and have been voted VMware's EMEA Hosting Partner of the Year 2008 and 2009.

Reporting to the Back-up and Recovery Manager you will be working as part of a team responsible for providing high level backup and recovery support for existing solutions in our data centre environments.

Role:

- Managing day to day tape changes at Attenda's data centres.
- Troubleshooting backup issues
- Owning Restore Requests and ensuring that Attenda continue to meet our Backup and Restore Service Level Agreement
- Provide support for backup devices to client support during investigation into failures
- Document management, including:
 - Updating Attenda's knowledge manage system (KB)
 - Tape change spreadsheet
 - Backup software work instructions, process and procedures
 - Ownership of media change ensuring the regular day to day tape changes are carried out on time.
 - Ensuring that monthly restore tests are regularly performed and the supporting process is kept up-to-date
 - Assist in the reduction of backup failures across all clients and maintain a backup success rate of 97%

Person:

- Demonstrable understanding of backup methodologies
- Preferably worked in an IT support environment, however this role could also suit someone who can demonstrate a good attitude of motivation and commitment and is looking for a step into the IT industry
- Innovation – out of the box thinking
- Attention to detail
- Excellent written and clear verbal communication skills
- Valid UK driving license