

OFF-THE-SHELF SERVICES

SKILLED IT RESOURCE

QUALIFIED TECHNICAL PROFESSIONALS FOR ALL YOUR IT REQUIREMENTS

Are you finding the need for IT resource increasing? This may be due to increased support requirements, more in depth projects, cover for illness or holiday or just not being able to find the right resource.

Insight is able to offer you the Right resource, in the Right location, at the Right cost, all in timescales to suit you. We can provide skilled IT professionals, at the right level to meet your requirements and continuously quality check these resources to ensure a high standard is continually maintained.

The skills matrices below detail the skilled resources we can provide and the daily rate charges for these professionals.

Infrastructure Resource

Job Title	Definition	Daily Rate Charge
Cabling Coordinator / Team Leader	Knowledge of Prince2 methodologies. Proficient in the use of Fluke cable testers and OTDR fibre testers. CSCS qualified and a Certified Systemax installer. Experience of leading a team of installation engineers. ITIL Foundation available.	£250 - £300
Technician	Graduate calibre with 6 months - 1 year's experience of hardware/ software installations. Capable of basic installations and upgrading desktop PCs and peripherals, following detailed scripts. Can be used to resolve first line helpdesk calls or as first line call handlers providing front line fixes or escalating to appropriate senior level. Competent in gathering audit information and producing formatted spreadsheets.	£200 - £225
Level 1 - Desktop Support Engineer	Excellent skills and experience in the resolution of helpdesk calls and software support (helpdesk/ deskside support, rollout engineer, field engineer). Minimum 1 year's experience in MS Windows 95-2000, XP, NT and MS Office or Novell, together with a proven track record in answering calls and providing documentation and reports. Formal qualification (MCP, A+, N+ or equivalent experience).	£225 - £260
Level 2 - Desktop / Server Engineer	Expertise and experience in the installation and configuration of servers, server operating systems and other software together with a detailed understanding of networking concepts and environments. Engineers at this grade will be experienced in demanding customer situations and be required to own technical problems and provide solutions. Will have formal qualification (MCSE, CNE, CCA) or equivalent experience.	£300 - £350
Level 3 - Server Support Engineer	In addition to the all of the qualifications listed for a Level 2 engineer, Level 3 engineers are guaranteed to have a minimum of 3 years experience, MCSE accreditation or equivalent. Limited management skills.	£400 - £600
Application Support Engineer	Minimum 3 years experience and the MCSE accreditation. Limited management skills. Able to analyse business requirements. Required to make changes/ updates through testing to completion.	£300 - £500
Server Support Engineer	Minimum of 3 years experience, MCSE accreditation or equivalent. Limited management skills.	£400 - £600

For more information on Insight's Skilled IT Resource services please contact us on 0800 333 333 or e-mail on solutions@uk.insight.com

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Networking Resource

Job Title	Definition	Daily Rate Charge
Network Engineer	Minimum of 2 years networking experienced, also experienced in Microsoft operating systems. CCNA or CCDA accreditation or equivalent.	£250 - £500
Senior Network Engineer	Minimum of 4 years experience, CCNP, CCDP, CCVP, CCSP level accreditation	£600 - £850
Network Consultant	Minimum of 6 years experience. High level experience – CCIE accreditation or equivalent.	£750 - £1200

Voice Resource

Job Title	Definition	Daily Rate Charge
Voice Engineer	Minimum of 2 years experience. Avaya ACA accreditation or equivalent.	£275 - £350
Senior Voice Engineer	Minimum of 4 years experience. CCVP, ACA and ACS level accreditation.	£500 - £750
Voice Consultant	Minimum of 6 years experience. High level experience – CCIE voice, ACE accreditation or equivalent.	£650 - £1400

Project Management

Job Title	Definition	Daily Rate Charge
Service Delivery Manager	5 years experience, ITIL Foundation minimum.	£550 - £650
Project Manager	5 Years experience. PRINCE2 Practitioner.	£500 - £750
Senior Project Manager	Minimum of 10 years experience. PRINCE2 Practitioner, ITIL foundation.	£600 - £800

EXPLANATION OF ACRONYMS

MCSE: Microsoft Certified Systems Engineer
MCP: Microsoft Certified professional
CCDA: Cisco certified design associate
CCNA: Cisco certified network associate
CCDP: Cisco certified design professional

CCSP: Cisco certified security professional
CCIE: Cisco certified interworking expert
CCVP: Cisco Certified Voice Professional
ITIL: Information Technology Infrastructure Library

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