

## Engineer Resource

eCarePlus provides a wide range of IT services and solutions for small businesses, corporate and enterprise organisations throughout the UK.

We have extensive experience of desktop and server virtualisation, data storage & security coupled with a number of complementary and enabling technologies with a large range of support services.

Our service levels will suit any budget all with the right level of technical support you need to get any of you technical issues sort in the quickest and most cost effective way.

**Please see below for our range of engineer services specifically designed to give you the right type of cover right when need it, all of which are available on day or half day rate.**

### Level 1

**Entry level junior engineer**

- Un-Box Desktop, Place on Desk, Connect Cables
- Follow install script to connect workstations to network and join to Domains.
- Install basic peripherals. i.e. printers, digital cameras etc.

### Level 2

**CCNA/MCSA with at least 2 years field experience**

- Connect and configure workstations to network to join domain
- Install user software i.e. Microsoft office.
- Install advanced home peripherals i.e. Home routers, un-managed switches
- Connect and configure internet access ADSL and cable modems
- Configure email accounts
- Diagnose software and hardware issues
- Install hardware upgrades

### Level 3

**CCNP/MCITP, MCSE with at least 2 years field experience**

- Install basic domain controller for a new network
- Install additional server to an existing network (basic file server)
- Install basic network software i.e. network anti-virus
- Install and configure network printers
- Configure active directory for new users and workstations
- Install and configure wireless access points

### Level 4

**CCNP/MCITP, MCSE level with over 4 years field experience**

- Install advanced network software, Exchange, SQL
- Diagnose faulty server hardware
- Configure multi-site vpn's
- Configure multi-site networks
- Plan network installations
- Install advanced business peripherals, managed switches, business firewalls, business routers

### Level 5

**CCNP, CCVP, CCSP, CCIP/MCITP, MCSE consultant level with at least 6 years field experience**

- Design, Plan, implement, Virtualisation projects (Server and Desktop)
- Design, Plan, implement, Microsoft projects (Windows Server 2008, Exchange 2010, Active Directory, AppV, SCCM, etc.)
- Design, Plan, implement, Citrix projects (all Citrix products)
- Design, Plan, implement, AppSense projects
- Design, Plan, implement Citrix NetScaler projects

To find out how we can assist you further with your Installation requirements please contact us today where one of our representatives will be on hand to deal with your enquiry in more detail.