

Spitfire Network Services Ltd

When it comes to your career,
it's time for take off!



Spitfire Network Services Ltd

At Spitfire, we believe that everyone plays a part in contributing to the success of our business. As such we are dedicated to the personal and professional development of all our employees.

As a service company in the technology sector, we continuously strive to raise the quality and value of our professional services. We achieve this by developing the full potential of our employees in a friendly and supportive environment, in order to encourage everyone to reach their full potential.

Company History

Formed in 1988, Spitfire is a private company based in Vauxhall, London with a Midlands sales office. We specialise in providing Internet and telecommunications services to a wide range of small and medium sized business customers.

About Spitfire

We have some of the most innovative and 'best value' business products and services available in the marketplace today. These include:

- Internet Service Provision
- Broadband ADSL, SDSL and VDSL
- WAN Ethernet services
- IP-based voice solutions
- Hosted solutions
- Virtual private networks
- Telephone systems
- Resilient cost-effective telephone calls
- Complete project management
- Value-added exchange switching
- Support and maintenance services
- Mobile telephony
- Consolidated customised billing

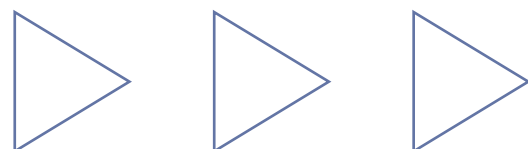
Benefits of Working for Spitfire


As well as the opportunity to work for a fast-paced industry leader at the forefront of the communications industry, we also offer:

- Competitive salaries
- Permanent Health Insurance (after two years continuous employment)
- Structured sales and/or technical training, both on the job and via external courses
- Industry training from our vendor partners (where appropriate)
- Continuing professional development

Recruitment Process

We operate a three stage recruitment process that consists of a series of interviews and aptitude tests which enable us to gauge a candidate's potential as a future Spitfire employee.





When it comes to your career, we'll give you the **power to accelerate.**

Testimonials

Georgina Baines - Customer Services Director

"I joined Spitfire after university on a temporary contract to assist with office administration, but enjoyed the work and so I stayed on, working on the Support Desk to start with and eventually progressing to become Support Desk Director."

Craig Smith - Support Technician

"Since joining the Support Desk as a graduate trainee, I have learnt all about the business and its customers. I hope to continue with my professional development through Spitfire."

Dominic Norton - Direct Sales Team Manager

"I joined as a sales graduate from Leeds University, and I am now Sales Manager for Spitfire's Direct Sales team."

Sandy Sinclair - Project Manager

"I joined Spitfire in the Accounts Department before moving to run the Logistics Department. I am now a Senior Project Manager working on complex site based solutions."

Tim Meredith - Senior IP Engineer

"After working on the support desk and completing my professional Cisco and SANS qualifications, I progressed to become a Senior IP Engineer. Now I have the opportunity to utilise my skills with real networks and teach others what I have learned."

Graduate Recruitment

Graduate positions are available in Sales, Administration and Technical Support roles. Even though we are a technology company, we welcome graduates from all disciplines - as we understand that our ability to provide the right level of service and support for our customers extends far beyond just our technical skills.

As such, we are keen to recruit graduates who have:

- Strong analytical and problem solving skills
- A high level of initiative, to work without supervision and to assume full responsibility for completion of tasks
- Excellent written and verbal communication skills
- A professional and friendly 'customer service' mentality
- The ability to liaise with external and internal clients and the general public in a professional manner, and at all levels within the client's business
- Experience in dealing with customers over the phone, in any environment, to provide the appropriate level of support

Whilst we are not just looking for graduates with a technology background, a practical aptitude for technology and familiarity with IT methodologies could be advantageous.

When it comes to your career, we'll help you realise **your full potential.**



Mission Statement

Spitfire specialises in integrated communications solutions, striving to provide its customers with a complete standard of service and care which is unsurpassed by any other communications provider.

Spitfire believes in providing technology solutions and services to help customers achieve their business goals, providing complete sales and service satisfaction, whilst reducing costs to maximise profits.

As part of Spitfire's commitment to providing an excellent service it works within defined Quality Assurance Criteria ISO 9001:2000 and makes a commitment to continuous improvement which it expects all its' employees to participate in.

Business Objectives

We have four key business objectives, all of which focus on technical expertise and customer service excellence. These are:

- To work with customers to identify business requirements and opportunities, from a telecommunications perspective
- To design integrated solutions for customers that deliver genuine cost savings and real business productivity and effectiveness benefits
- To deliver solutions in the most effective and business friendly manner
- To provide a high level of ongoing customer care and support

Above all, we aim to provide our customers with the maximum benefits which modern telecommunications technology can deliver, whilst also enabling them to continue to focus on the management of their core business.

To assist us in achieving these objectives, over the last 22 years we have:

- Developed our own extensive telecommunications network infrastructure
- Formed relationships with market leading telecommunications providers and suppliers of telecommunications and information technology equipment
- Recruited high calibre staff and provided them with comprehensive technical and professional training
- Implemented industry best practice policies, procedures and systems



When it comes to your career, let's head for **the horizon.**

What next?

If you would like to find out more about working for Spitfire call **020 7501 3000**, email **hr@spitfire.co.uk** or visit **www.spitfire.co.uk/career_opportunities.shtml**

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