IT Service Delivery Partner

SmartSource
Technical Staffing Solutions

At Smart Source, we have catered to the solution providers and systems integrators since 1996 helping them deliver IT services throughout North America.

Our capabilities span a wide range of services: from technical staff augmentation and direct placement services, to full management of IT projects.

Our Network

As the leading independent recruitment firm dedicated to the IT staffing field, we actively maintain a proprietary network of more than 100,000 IT staffing professionals throughout the United States and Canada.

Our Service Offerings

IT services
IT staff augmentation
IT recruitment
Online field service dispatch system - www.tecdirect.com

Scalable, Reliable Workforce

Smart Source has created a scalable, reliable and rapidly deployable workforce that can touch multiple locations while providing clients with a single point of contact. We communicate regularly with over 12,000 field technicians that are available on an on demand basis.

National Implementation Team (NIT)

NIT is an internal group of experienced project coordinators and recruitment professionals that plan coordinate and deliver nationwide rollouts on behalf of our partners.

Our Coverage Area Includes North America

Managing Successful Project Is a Core Competency Within NIT

- Installed more than 750 thousand devices at over 100,000 locations
- Management of 12,000 plus field service technicians – staff in nearly every zip code
- Automated confirmation calling systems to ensure technicians arrive on time

Field Project Experience:

- Desktop refreshes
- Point-of-Sale
- Self Service Kiosks
- Plasma installs
- IT Routers and Servers
- Rack Builds
- WiFi Hotspots
- Data Cabling
- Inventories and Site Surveys
- Software Migrations
- And more...

Consulting Rates

Position	Description	Skill	Bill Rates
Application Developers	Programmers with experience in all different languages: C, C++, VB, Powerbuilder, Dephi, Java, XML etc.	Less than 2 years: 2-4 years: Senior Level:	$60 - UP $70 - UP $80 - UP
Bench Repair Technicians	Technicians that have experience in board level repair, monitor repair, silliscope experience. Must have of these technicians are trade school grads, with less than 6 months experience.	Less than 2 years:	$26 - UP
Break/Fix Technicians	A+ certified at a minimum, 6 months of hands on experience. Capabilities include troubleshooting, board swaps, hard drive swaps, memory installs and upgrade, ect.	Less than 2 years:	$28 - UP
DBA's	Experience with technologies such as: Informix, Sybase, Oracle. SQL, RDBMS, ODBC and JDBC.	Less than 2 years: 2-4 years: Senior Level:	$70 - UP $80 - UP $90 - UP
Desktop Specialists	Professionals responsible for all areas of desktop support. Some certifications may include A+ . Installation, set-up, ghosting, bench repair. First and second-level on-site support. Technicians are capable of moves, adds, and changes in a network environment.	Less than 2 years: 2-4 years: Senior Level:	$28 - UP $35 - UP $45 - UP
Disaster Recovery	Consultants with experience in planning, implementing and testing. Some certification may include ABCP, entry level planners, CBCP, minimum of 2 years doing DR plans, and MBCB, at last 5 plus years in the industry doing plans and implementing full DR.	Less than 2 years: 2-4 years: Senior Level:	$75 - UP $85 - UP $95 - UP
ERP Architects	Enterprise Resource Planning software engineers that can link systems together such as manufacturing, financials, human resources, supply chain management, sales force automation, and data warehousing.	Less than 2 years: 2-4 years: Senior Level:	$75 - UP $85 - UP $95 - UP
Field Repair Technicians	A+ certified with prior field experience. Skills include good organization skills, legible hand writing, warranty repairs, certified on many different types of hardware. Board swapping experience, memory installs, and reliable transportation.	Less than 2 years: Senior Level:	$28 - UP $38 - UP
Help Desk Support Specialist	Refers to a Level 1, 2 or 3 technician. Works as the call center for all end user computer problems. Ranges from fairly simplistic needs to more complex system administration functions.	Less than 2 years: 2-4 years: Senior Level:	$35 - UP $45 - UP $55 - UP
Inventory Resource	The technicians typically have 6 months of computer training experience: some may have an A+ or network+ certificate. Capabilities include, assets taking inventory, and the ability to distinguish from different types of computer equipment, I.e. routers, hubs, etc.	Less than 2 years:	$25 - UP
Network Administration	Professionals with experience in network administration. Some platforms include UNIX, Microsoft NT, Netware. Certifications might include MCP, MCSE, CNA, and CNE.	Less than 2 years: 2-4 years: Senior Level:	$45 - UP $55 - UP $65 - UP
Network Specialists	Professionals with high level networking experience. Experience with Netware, NT, and UNIX are common. Design, Security, Infrastructure, etc. Certifications might include MCSE, CNE, CCIE, etc.	Less than 2 years: 2-4 years: Senior Level:	$55 - UP $65 - UP $80 - UP
Printer Repair Technicians	Technician that are certified on a wide variety of printers, HP, IBM, Okidata, etc. Many of these technicians have made a career out of printer repair and are capable of repairing just about any printer on the market.	Less than 2 years: Senior Level:	$45 - UP $55 - UP
Project Managers	Professionals that oversee any or all aspects of a project life cycle. Responsible for managing budgets, resources, and client deliverables.	Less than 2 years: 2-4 years: Senior Level:	$45 - UP $65 - UP $85 - UP
Q & A Testers	Professionals with Quality Assurance and Testing Application experience.	Less than 2 years: 2-4 years: Senior Level:	$40 - UP $50 - UP $60 - UP
Security Engineers/Consultants	Consultants that specialize in the area of implementing and managing the security of companies' information, networks, internet access, etc. Some certifications may include CISSP, CCSA, NSA Info Sec Methodology, and Vulnerability Assessment.	Mid Level: Senior Level:	$80 - UP $90 - UP
Storage Area Networks	Architects, Engineers and Administrators experienced with the latest SAN software products such as EMC, Veritas, etc.	Less than 2 years: 2-4 years: Senior Level:	$70 - UP $80 - UP $90 - UP
Telco Engineers	Consultants with experience in a wide variety of PBX and DSL routers, modems, cabling, fiber, video conferencing equipment, CISCO telco solutions. Capabilities may include moves ads and changes (MAC).	Less than 2 years: 2-4 years: Senior Level:	$40 - UP $50 - UP $60 - UP

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Specialized Staffing Solutions