

Job Title:	Junior Solutions Consultant
Status	Full-time
Reports To:	Solution Manager
Location:	100 Leman Street, London.
Hours:	Full-time Start time: 09:00 am, End time: 05:30 pm Monday – Friday
Holidays:	25 days plus Public Holidays

Company Overview

Exponential-e was founded in 2002 and swiftly established a reputation for innovation and positive differentiation in the technology market. The business was amongst the very first to see the potential for Ethernet in the UK market and was the first in Europe to design and launch VPLS networks. Throughout the history of Exponential-e, a focus upon leveraging developments in technology to deliver profitable and innovative services to our clients and prospects has resulted in industry and peer recognition for our pioneering approach in the market.

With an expansive and established portfolio spanning Cloud, Data Centres, Virtualisation, Disaster Recovery, Business Continuity, Security, Unified Communications and Voice, Professional Services and of course Networking, Exponential-e is extremely well positioned within the market to deliver needs of clients. The depth and breadth of the portfolio and the commitment applied to provision of exceptional service quality has enabled the business to secure the trust of more than 2500 business clients. With industry leading levels of customer satisfaction the capability of the business is underwritten by client reference-ability and ensured our entry to the London Stock Exchange's Top 1000 Companies to Inspire Britain in 3 successive years

Indeed, the business has delivered a compounded annual growth rate exceeding 28% in the last 5 years. Last year alone, the business delivered 43% year on year growth in new business sales performance and the first quarter of 2016 was the 5th consecutive record sales quarter.

We look forward to discussing your career development aspirations and ambitions with you!

Mission Statement

*Achieve the status whereby **Exponential-e 3.0** is formally acknowledged among our peers, competitors and clients as the most advanced and innovative business technology enabler in **The World**. A 'world-class company . . .'*



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Overall purpose of the job:

- Providesolution design support to Pre Sales Solution Consultants on complex customer solutions
- Work as a team player to assist in the smooth running of the Pre Sales Solutions department
- Closely interact with the engineering department during the design stage of new solutions

Key responsibilities for this job:

- Work alongside the Pre Sales Solution Consultants and with end customers to complete the solutions design documentation
- Work closely with Pre Sales Solution Consultants to help respond to tenders
- Answer internal solutions design queries from Sales Account Managers
- Participate in conference calls with customers when required
- Design of technical solutions based on customer requirements
- Keeping track of support requests from the pre-sales ticketing system
- Forming close working relationships with the engineering department in order to validate proposed designs and solutions
- Any other fair and reasonable task or duty assigned to you by your Manager, or other senior Exponential -e Ltd staff member

Knowledge and experience required:

- Strong customer service focus
- Excellent verbal and written communication skills with a professional phone manner
- Flexible approach to work with the ability to work effectively under pressure
- Ability to work in a team with little supervision using own initiative
- Responsible and willing to take ownership
- Positive and professional attitude

