

Job Title:	Managed Services Technician –WP
Status	Full-time
Reports To:	Managed Services Lead Manager
Location:	100 Leman Street, London.
Hours:	Shift pattern: 2 weeks 8:00am - 4:30pm, then, 2 weeks 11am - 7.30pm 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 . . .’*



Over Purpose of the Job

- Provide 1st Line Infrastructure and Desktop support to a wide range of customers across all industries
- Primarily responsible for managing and owning support tickets and driving customer issues through to resolution

Key responsibilities for this job:

- First line support handling customer enquiries and support issues using our ticketing system Proactive network monitoring of alarms and traps for our customers via our monitoring tools
- Driving fault resolution to ensure SLA's are not breached
- Ensure issues are handled effectively by following our SLA Guidelines
- Escalation of faults/outages in accordance with Exponential -e procedures
- Taking immediate corrective action to restore services
- Maintain professional working relationships with customers, suppliers and work colleagues

Knowledge and experience required:

- Ability to provide a customer focused service to committed Service levels
- Understanding of VDI/Citrix environments
- Experience in providing desktop support
- Working knowledge of Microsoft Windows and MAC client operating systems as well as various software packages including Microsoft Office
- Working knowledge of Windows Server including Active Directory, Exchange and Group Policy.

