

Job Title:	Managed Services Desktop Engineer
Status	Full-time
Reports To:	Lead Manager – Managed Services
Location:	100 Lemman 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 . . .'*

Overall purpose of the job:

- Provide 1st and 2nd Line helpdesk and remote desktop support to Exponential -e customers
- Primarily responsible for managing and owning support tickets and driving customer issues through to resolution

Key responsibilities for this job:

- Respond to support calls as assigned within Service Level Agreements;
- Work as a team to deliver timely resolution to customer requests from telephone and email
- Maintain an understanding of the internal escalation process
- Maintain excellent verbal and written communication skills with the ability to communicate effectively with technical and non-technical customer at all levels in the organisations.
- To be a highly motivated team player with the skills and ability to manage changing priorities.

Knowledge and experience required:

- Respond to support calls as assigned within Service Level Agreements;
- Work as a team to deliver timely resolution to customer requests from telephone and email
- Maintain an understanding of the internal escalation process
- Maintain excellent verbal and written communication skills with the ability to communicate effectively with technical and non-technical customer at all levels in the organisations.
- To be a highly motivated team player with the skills and ability to manage changing priorities.