

Job Title:	Managed Services Technician
Status	Full-time
Reports To:	Managed Services – Lead Manager
Location:	100 Lemman Street, London.
Hours:	4 day 07:30 – 19:30, 4 days off, 4 days 19:30 – 07:30, 4 days off
Holidays:	23 days inclusive of 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 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; ensuring calls are quickly and accurately logged, closed and analysed to prevent future occurrences, and that call resolution priorities are met
- Escalate problem calls within the Cloud team to meet Service Level Agreements and ensure maximum level of customer satisfaction
- Troubleshooting customer technical faults and working with external vendors and service providers to achieve fault resolution
- Work as a team to deliver timely resolution to customer requests from telephone and email
- Maintain an understanding of the internal escalation process
- Jeopardy management to reduce escalation and SLA breaches
- Maintain professional working relationships with customers, suppliers and work colleagues
- 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:

Professional Experience:

- Experience in providing technical 1st line support
- Previous experience in a busy customer facing helpdesk role
- Ability to provide a customer focused service to committed Service levels
- Ability to work under own initiative, manage own time and work to deadlines
- Strong interpersonal and communication skills, particularly customer facing techniques and listening abilities

Technical Skills:

- Experience in managing/troubleshooting Windows Servers
- Knowledge of Networking (DNS, DHCP)

