

Job Title:	Service Desk Network Engineer 24/7
Status	Full-time
Reports To:	Service Desk Manager
Location:	100 Leman Street, London.
Hours:	2 days on (7am – 7pm), 2 nights on (7pm – 7am), 4 days off
Holidays:	23 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:

- To manage and own support tickets in relation to existing customer services
- To work closely with the 3rd level engineers who provide an internal escalation point

Key responsibilities for this job:

- Regular communication verbally and written with existing customers
- Take ownership and effectively manage support tickets including incidents and changes requests
- Documentation of customer solutions –OSS System, Visio documentation, technical summary write up
- Provide resources to the solution delivery team in supporting the configuration and implementation of new customer projects
- Responsible for assessing and resolving any vulnerability notification as well as keeping customers updated regularly
- 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:

- Graduate with a Computer Networking degree or similar IT degree with significant networking modules or has experience working in a Networking role preferably for a Service Provider
- Knowledge of networking principles equivalent to CCNA R&S or JNCIS-ENT level
- Knowledge of layer 2 switching protocols such as STP, Dot1Q, QinQ, VPLS
- Knowledge of layer 3 routing protocols such as BGP, OSPF, EIGRP, HSRP, VRRP
- 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
- Strong customer service focus
- Responsible and willing to take ownership
- Eager to learn and develop technical skills
- Positive and professional attitude

Desirable knowledge and experience:

- CCNA or JNCIS certified
- Juniper platform configuration experience, SRX and EX series

