

Job Title:	1st Line Service Desk Network Technician 24/7
Status	Full-time
Reports To:	Service Desk Manager
Location:	100 Lemman Street, London.
Hours:	Shift pattern 4 days on 4 days off. The 4 days consist of two dayshifts 7am to 7pm followed by two nightshifts 7pm to 7am 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:

- Day to day running of the Service Desk providing client support with a focus on providing a high level of customer service.

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
- Troubleshooting DSL circuit faults and working with carriers to achieve fault resolution
- 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
- Creating incident reports/notifications for customer distribution

Knowledge and experience required:

- Someone with a passion for working in the networking field who is eager to learn and progress
- Strong customer service focus
- Experience working within a customer focussed role
- General networking, TCP/IP principles & DNS knowledge
- 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

