

As one of the leading forecasting service companies in the energy industry, we are looking to recruit a motivated Technical Support Engineer to help us redesign and improve our internal and external systems.

Opportunity	
Job Title:	Technical Support Engineer
Company:	TESLA (Europe) Ltd
Location:	Waterloo, Central London
Stay duration:	Permanent
Start Date:	ASAP

#### Company overview:

- TESLA (Europe) Ltd operates in the energy sector and provides highly accurate forecasting solutions in the US, Europe, Middle East and Asia/Pacific with the potential for further expansion worldwide
- We are a small global company, with offices in London, the US and New Zealand
- We employ 30+ staff worldwide, of whom 12+ are based in our London office where we support business in Europe, the Middle East and Africa
- As a small and highly specialised organisation, we place a great emphasis on retaining and developing our staff
- Our company culture could be defined as relaxed whilst professional. We work hard and enjoy socialising together

#### Job Description:

As a Technical Support Engineer, you will:

- Provide first, second and some third line customer support
- Application Support: design, build, install and maintain TESLA systems that deliver services to a portfolio of UK, European and Middle Eastern customers
- Participate in planning, development, and testing of new applications within the TESLA environment
- Work in co-operation with the Forecasting Team to ensure the delivery of our forecasts and services
- Interact with customers by phone, email and in person either in our office or directly at their place of business in order to assist with Customer Support queries
- Participate in customer support meetings and present at customer training sessions
- Collaborate with the Customer Support Engineers in the TESLA offices in the US and NZ
- Closely work with and report to the Technical Support Manager

**Essential requirements:**

- Highly fluent in English, with strong writing, verbal and presentation skills
- Eligible to work in the UK
- Experience working in a support team
- Excellent collaboration and communication skills (within and outside the company)
- Experience in supporting and maintaining uptime-critical systems
- Strong analytical skills and good attention to detail
- Strong documentation skills

**Desirable attributes:**

- Knowledge of networking protocols
- Knowledge of database design and query concepts
- Experience with virtualisation software such as VMware and knowledge of cloud systems such as AWS
- Knowledge of C based programming languages, e.g. C, C++, C#
- Knowledge of object-oriented programming concepts
- Familiarity with PowerShell/Windows command line interfaces and the Microsoft Office suite
- Experience of dealing with a support ticketing system

**Remuneration and benefits:**

- A competitive salary based on experience will be provided for the right candidate
- Non-contributory pension plan, life and critical illness cover, wellness benefit, cycle ownership scheme and personal training budget
- Membership of team bonus pool after 12 months
- 25 days holidays

To apply please upload your CV along with a covering letter stating your salary expectations via <http://teslaeurope.com/apply/>