

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 40+ staff worldwide, of whom 16+ 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
- Support the design, build, install and maintenance of TESLA systems that deliver services to a portfolio of UK, European and Middle Eastern customers
- Take an active role 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
- Collaborate with the Technical 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
- Proven collaboration and communication skills (within and outside the company)
- Strong analytical skills and good attention to detail
- Strong documentation skills

**Desirable attributes:**

- Experience in supporting a client/server application architecture
- Experience in supporting and maintaining uptime-critical systems
- Knowledge of networking protocols (TCP/IP, DNS, DHCP, HTTP(S), (S)FTP)
- Knowledge of database design and query concepts (MSSQL, SQL Scripting, Stored Procedures, ODBC)
- Experience with virtualisation software (VMware)
- Knowledge of cloud infrastructure such as AWS (EC2, ESB, S3, ELB, NLB, Route 56, CloudWatch)
- Knowledge of C based object-oriented programming concepts (C, C++, C#)
- Knowledge of scripting languages (Python, R, Powershell, Batch, Bash)
- Familiarity Microsoft Office 365 suite
- Understanding of the Windows desktop and server architecture (Windows 10 Pro, Server 16+)

**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/>