

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
- Client centric organisation

Job Description:

As a Technical Support Engineer, you will:

- Work in close co-operation with the Forecasting Teams to ensure the delivery of our forecasts and services to clients using a variety of delivery methods in a variety of formats
- Support the design, build, install and maintenance of TESLA systems both on premises and within AWS to deliver reliable ,time critical services to a portfolio of UK, European and Middle Eastern customers
- Provide all levels of customer support as the need arises. This will involve interacting with customers both remotely and in person either in our office or directly at their place of business in order to assist with Customer Support queries and trouble shooting in a timely fashion
- Take an active role in the co-operation between the Technical Solutions Team and Software Development team; planning the development and testing of new applications and application features within the TESLA environment
- Work with all TESLA teams in the UK, US and NZ offices to ensure the UK specific goals and objectives are met, requiring occasional out of hours working

- Closely work with and report to the Technical Support Manager

Essential requirements:

- Proven capability to apply methodical, logical process driven working techniques and approaches to problems along with strong critical thinking skills (e.g. Logical Flow of events, how changes affect the wider systems, etc.)
- Able to effectively communicate with internal / external clients using a number of mediums. (Email, Teams based chat, Phones, face to face meetings, etc)
- Able to work within a mixed technical, non-technically skilled team across different offices and time zones
- You must be able to demonstrate at interview that you are proactive and able to work of your own initiative with strong attention to detail
- Proven ability to maintain and troubleshoot a range of business critical applications within the a Windows Eco System
- Basic familiarity with C# or related OO language
- Proven ability of working with Ticketing/reporting systems, and alert systems
- Basic familiarity of core Networking concepts (DHCP, DNS)
- Ability and willingness to learn and gain knowledge with the TESLA Software products
- Good working knowledge of Word, Excel, PowerPoint

Desirable attributes:

- Managing and configuring Windows Server and Windows 10
- IIS configuration
- AWS – Specifically EC2, EBS, Cloud Watch, S3, Route 53
- Microsoft SQL Server administration
- Experience with software Product Testing
- End user Helpdesk Experience
- FTP – Systems and protocols
- M365 Administration
- NAGIOS and other monitoring systems
- Scripting knowledge and experience – ideally: PowerShell, Batch, Bash, Python
- Experience using VMWare
- Project management
- Hardware related maintenance and support
- Enterprise Systems – B2B product experience
- Good communication skills

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

A typical day in the life of a Technical Solution Engineer

Here at TESLA, no two days are ever the same, as we strive to deliver the highest level of customer service. Whether it is dealing with issues that have arisen overnight, urgent client or colleague requests, prioritising morning work is essential and you will have the freedom to do so. Keeping stakeholders in the loop ensures disruption is kept to a minimum and client's needs are fulfilled effectively.

You will be involved in project work which involves research and collaboration with other teams, along with regular catchup meetings with the rest of the team. Needless to say everyday is a school day and you will learn on the job as you develop in the role through your own knowledge and research, talking with colleagues and calling on their experience, including the founders of the business, who you will find very happy to help.

The afternoon is typically quieter as our trading clients tend to be most active in the morning. You will be able to prioritise project work, lower priority issues, and training. Typically admin tasks such as system updates and software upgrades can be scheduled at this time. On occasion, out of hours work may be required to respond to urgent system issues or planned out of hours project work.

You will find that working at TESLA is more than just about the job itself. We are fortunate to have one of London's famous street food markets right outside the office, offering a wide variety of lunchtime options. When the weather is nice, there is also a roof terrace, where you can eat your lunch. Additionally, we don't need much of an excuse to hold a social event.

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