

JOB SPECIFICATION FOR: IT SERVICE DESK TEAM LEADER

Position: IT Service Desk Team Leader **Location:** London

Reports to: Head of IT

Description

The IT Service Desk Team leader will be responsible for establishing excellence within the IT Service Desk to develop and maintain a high quality service to the business at all times.

As the face of IT it is essential that the IT Service desk provides the highest levels of service to the business.

The IT Service Desk Team Leader position will be both hands-on, operating as one of the IT Service Desk team, but also with managerial responsibility for the team.

Based in our head office in Warwick St, London, the person will manage the existing team of three staff and must help to develop a customer focussed service culture.

The team currently handle approx 2000 calls per month from about 1500 staff based throughout the UK and our mainland European offices.

Role

Strategic

- Increase the profile of the IT Service Desk and the IT Department through the provision of excellent service to the business.
- You will be a member of the IT Team Leaders' group and will represent the IT Service Desk as well as contribute to our IT strategy and department operations.
- Communicate and work with the other IT team leaders to represent the IT Service Desk.
- Define processes for the management of the IT Service Desk in line with ITIL best practice.
- Review and define the processes for incident and problem management
- Establish a knowledge base
- Improve the use of our ICCM incident management system to ensure that we are getting maximum benefit from the system. Develop appropriate performance and trend reports.

Team Management

- Day to day leadership of the Service Desk team including resource management and staffing rotas
- Review and maintain an ongoing training program for all Service Desk staff
- Perform team performance reviews, coaching and developing
- To encourage knowledge sharing and best practice within the team.
- Responsible for ensuring that the Service Desk team are efficient, productive and motivated at all times

Operational

- Be hands-on as part of the IT Service desk team, answering and logging calls.
- Monitoring the status of the call list
- Define the call escalation process
- Handle call escalations

- Ensure that response times meet or exceed the standards defined in the Service Level Agreement
- Update the company Intranet with tips and tricks for end users
- Identify and produce weekly and monthly reports for the IT Team Leaders based on agreed Key Performance Indicators (KPIs)
- Liaise with and manage the outsourced external supplier (ISC) for support of our KSM sites
- Assist with our migration to Windows 7 and Office 2010
- Develop and maintain other appropriate operational procedures, documentation and checklists
- Actively share knowledge and resolve issues with relevant staff within the IT department
- Responsible for ensuring the knowledgebase is kept up to date
- Maintain an awareness of current and emerging technologies
- Manage own day-to-day workload; work with the team to plan and prioritise their workload
- Hold regular team meetings to discuss outstanding issues and improvement programmes.
- Improve first-time fix rate for calls
- Agreeing SLAs with the business and suppliers

Essential Skills

- A minimum of 3 years experience of working on an IT Service / Helpdesk
- Team leadership experience
- Holder of the ITIL Foundation certificate
- Knowledge of Service Desk call management systems
- Experience of implementing and working to ITIL best practice guidelines
- Administration skills in Windows Server 2003, Exchange 2003, Citrix and Active Directory
- Technical skills in Windows XP and Office 2003
- An excellent working knowledge of Service Desk call management software (ideally ICCM)
- Focused on providing excellent levels of customer service
- Excellent communication and problem solving skills
- Articulate and methodical
- Trained in interpersonal skills
- Good oral and written skills
- Ability to understand the business' objectives
- A genuine desire to deliver a first-class support service
- Good troubleshooting skills
- Defining SLAs

Desirable Skills

- Call centre telephone systems
- Avaya telephone programming
- ICCM knowledge
- Blackberry and Windows Mobile device support
- Windows 7
- Office 2010 or Office 2007
- Crystal reports