



## **POSITION: SERVICE DESK TEAM LEADER**

### **Purpose:**

To ensure effective and efficient Service Desk services are delivered according to the agreed contracts with clients by performing planning, financial management, people management and SLA management activities on an operational level with regard to the allocated team

### **Main Responsibilities:**

- Operationally manage delivery on Service Desk operational objectives SLAs and KPIs related to the allocated team
- Ensure continued high levels of customer satisfaction
- Enforce the optimal use of tool sets, Service Desk standards and client specific processes
- Manage and motivate Service Desk staff to ensure optimal performance against agreed targets
- Perform team related human resource activities
- Ensure the consistent and fair application of reward and recognition as well as disciplinary processes
- Identify team training and development requirements, formulate appropriate plans and drive the execution thereof
- Identify, escalate and implement activities to mitigate operational risks
- Provide operational information required for decision making on contract renewals
- Manage and lead existing and prospective client visits to the Service Desk environment
- Ensure the effective management of compliments and complaints
- Manage, measure and improve quality of output on team and individual level
- Ensure all SD SOP's/Processes with regards to the customer are updated
- Ensure all SDA's are trained on the SOP's, processes and other customer related documents in use by the Service Desk

### **Ad-hoc Responsibilities:**

- Team mentoring and training where applicable.
- To assist and participate in Service Improvement Projects where required.
- Reporting on demand.
- Work together with other team leads and direct line manager ensuring best results are achieved

### **Experience Required:**

- 1-3 years' IT Service Desk Experience
- 1-2 years Team Leader Experience
- Reporting
- HR exposure an advantage



**Qualifications:**

- A+/N+
- ITIL® V3 foundation
- SDI – Service Desk Analyst Certified
- Any other ITIL Intermediate Courses

**The successful candidate must be:**

- Able to manage under pressure
- Must have your own vehicle as there will be traveling involved
- Management and Organisational skills
- Professional behaviour at all times
- A Team Player
- Flexible approach to work and problem solving.
- Excellent verbal, written communication and customer service skills Ability to explain complex technical issues to non-technical staff.
- Ability to work proactively with little direct supervision
- Excellent knowledge of Service Desk activities
- Understanding of ITIL principals
- General desktop support knowledge
- Promote a service culture within the team
- Motivate the team
- Available to Work Standby
- Positive and passionate mind-set