

Service Desk Team Leader



Job Title

Service Desk Team Leader

Department

Service Desk

Reporting to

Service Desk Manager

The Role

Summary of Job Function

The Service Desk Team Leader role is responsible for managing the operation of the Service Desk. This role is crucial to ensuring customer requirements are met in terms of communication, prioritising, escalating and resolving incidents and requests.

The Service Desk Team leader provides leadership and mentoring to the Service Desk Team and will drive a culture of continual process improvement within the Service Desk team and the wider IT Team.

Primary Responsibilities

Responsibility	Weighting (%)
People Management	40
Customer escalations	20
Engineer escalations	40

Primary Responsibilities

- + Day-to-day management of the Service Desk function for a subset of customers:
 - + Drive the meeting of customer SLAs and an exceptional customer service,
 - + Ensure tickets are logged accurately and call queues are managed efficiently,
 - + Discover and diagnose customer issues effectively,
 - + Undertake a weekly review of team call queues
- + Lead and attend weekly Service Desk meetings to highlight performance, introduce staff and new clients/services. Use the forum for other BAU activities
- + Performance manage 1st and 2nd line support technicians including staff appraisals, objective setting and 1:1 reviews.
- + Ensure all staff have appropriate training and develop personal development plans to meet future requirements
- + Manage the Service Desk rota alongside fellow SDMs and Team Leaders for early, late and weekend shifts
- + Drive the continuous improvement of service through Incident Management, Change Management, Problem Management, Information Security and Knowledgebase practices
- + Own the escalation of incidents (P1's & P2's) whilst expediting issues to the relevant teams

- + Personally follow up major issues, ensure an appropriate communication plan is in place. Depending on the nature of the incident this includes but isn't limited to:

- + Customers,
- + Account Managers,
- + Primary Engineers,
- + Senior Wanstor Management

KPIs

- + Reduce the number of interactions per tickets (Customer & Technician)
- + Increase Knowledgebase participation across all teams
- + SLA Improvement – Reduce the average ticket turnaround time by increasing both Fix and Response SLAs

Required Skills and Experience

- + IT support experience at a 2nd line level
- + Knowledge of ITIL, incident, problem and change management
- + Experience taking responsibility and ownership of stakeholders and projects

Core Competencies

- + A desire to provide excellent, proactive, customer service
- + Well organised, able to multitask and work autonomously
- + Positive, ability to energise and motivate the team
- + Creative problem solver
- + Confident, proactive communicator, able to navigate difficult conversations
- + Exceptional written and verbal communication
- + Professional, leads by example
- + Calm under pressure

Our Company

Wanstor delivers IT services that enable organisations to achieve their growth ambitions by transforming how they work. We help organisations become more productive, more profitable, and more agile, by empowering them with best-in class technologies and expert teams.

In our 18th year, the company has grown year on year and we now have a team of over 180 staff. We are Head Quartered in London Bridge, and have a hub office in Twickenham, as well as a large team of remote staff across the UK.

Our IT services span the full technology stack, from Infrastructure & Networking solutions to Digital and development. Wanstor provide a full support service which includes 24-hour helpdesk, network monitoring and on-site support.

Our customers are some of the biggest brand names in the UK, and our consultants are some of the most skilled networking experts in the country. As a service centric organisation, we see people as our best competitive advantage as we strive to provide an unsurpassed service to our customers.

We expect a lot but at the same time are extremely supportive as we look to help realise each person's potential in building a successful career a Wanstor.

Commitment to Core Values

We align ourselves to a core set of values and behaviours.

- + **Customer Advocates:** Put customers at the heart of what you do, to consider their needs with every decision you make
- + **Proactive:** Leave things better than you found them. Drive change, don't just talk about it.
- + **Growth Mindset:** Learn on reflection, embrace change, and seek to continuously improve. Take opportunities to share knowledge with others
- + **Trust:** Do what is right, not what is easy. Instil confidence through proactive communication.
- + **Winning Teams:** Don't settle for average, inspire others with your ambition and enthusiasm.



Customer Advocates



Proactive



Growth Mindset



Trust



Winning Teams