



JOB DESCRIPTION

Job Title:	Service Desk Team Leader – Service Delivery & Process (TL2)
Reporting To:	Service Desk Manager
Location:	Euston, London

Purpose of the Job

To support the Service Desk Manager with the service delivery aspects of providing a high quality, customer focused service desk function, working alongside and supporting the other Service Desk Team Leader, responsible for People and Operations (TL1).

Main Duties and Responsibilities

1. Issue Resolution:
 - a. Ensuring accurate and timely resolution of incidents and requests in line with published Service Level Agreements (SLA's).
 - b. Work with TL1 to identify underlying causes for concern for customer escalations and take responsibility for resolving those related to process, efficiency and service delivery
2. Process:
 - a. Identify and implement ITIL process improvements
3. Major Incidents:
 - a. Make suggestions to refine and improve major incident process
4. Service Delivery:
 - a. Prepare the Service Desk/field engineering elements of the Quarterly business reports
 - b. In support of SDM, meet and communicate regularly with customers to review service delivery performance, pre-empt potential issues and ensure customer satisfaction.
 - c. In support of SDM, identify service delivery issues and work with internal operational teams to address such issues in a timely manner to the customer's satisfaction
 - d. In support of SDM, proactively work with the customer and T-Tech operational teams to plan service improvements and clarify ownership of responsibilities.
5. KPI's:
 - a. In support of SDM, drive improvements to service through better process and use of technology
6. Customer Satisfaction:
 - a. In support of SDM, drive quality initiatives and assessments both internally and customer facing to identify and deliver areas for improvement
7. Technology:
 - a. In support of SDM, ensure that all technology supports ITIL standards and processes
8. Team Supervision:
 - a. Set an example as mentor and coach of SD team members
 - b. Backfill and support Team Leader – People & Operations as required



9. Incident and Service Request Resolution
 - a. Diagnose the cause of the escalated incident / service request in order to identify the most appropriate fix
 - b. Assess alternatives to resolve the issue and deploy the most effective, robust resolution
 - c. Check that the issue is fully fixed and has not had any adverse impact on any other matters
 - d. Investigate issues escalated from the Service Desk
 - e. Escalate incidents and requests in a timely fashion to the 3rd line teams as and when required
10. Common Responsibilities:
 - a. Maintain up to date knowledge of T-Tech's operational procedures and Employee handbook and comply with the requirements
 - b. Work collaboratively with team members
 - c. Participate fully in company-wide initiatives
 - d. Undertake other duties as may reasonably requested by management

Person Specification

Education / Qualifications

- Formal Training and experience in a recognised Service Delivery model (i.e. ITIL)
- Likely to be educated at least to A level and preferably with a degree

Knowledge and Experience

- Demonstrable experience of team leadership on an evolving service desk
- Demonstrable experience of applying ITIL framework to a fast paced commercial environment
- Managed Services experience
- Experience of identifying and implementing service efficiencies and improvements on a service desk
- ITIL implementation including but not exclusively Incident, Problem, Change/Release, Asset Management
- Demonstrable experience and ability to lead and to effectively communicate with staff and customers at all levels including a proven ability to communicate with technical and non - technical staff across multiple disciplines

Personal Qualities and Competences

Excellence Needed: Vital to role

- Customer Service
- Quality Focus
- Problem Solving
- Decision Making
- Working under pressure
- Design and Implement Process

Needed consistently: important to the role

- Attention to Detail
- Commercial awareness
- Influencing & Persuasion
- Strong Oral and Written Communication



- External Representation
- Research & Evaluation
- Multi-Tasking

The Company

What we can offer you

- Competitive salary depending on your experience and skills
- Medical Cash benefits
- Pension after 3 months of employment – T-Tech will match employee contributions up to 4% of salary
- Life Assurance
- Income Protection
- Learning environment working alongside experts in the latest technologies
- Special focus on training and development
- Social committee that organises quarterly social events (karting, bowling, pizza evenings and other exciting events)
- A vibrant London office
- Exceptional career progression opportunities

About T-Tech

T-Tech is one of the fastest growing IT Consultancy, Support and Cloud Services providers in the UK, serving small and medium-sized businesses. Our customers demand and deserve great proactive service and responsive support. We understand how important it is to optimise day-to-day operations and we help our customers embrace innovation and drive growth. We do that by showing them how to cut risk, improve productivity and leverage IT to gain competitive advantage. At T-Tech, we're about keeping UK business up and running, resolving problems quickly, providing personal attention and providing our customers with reliable IT support when they need it.

Our company focuses on 5 areas of service Business Consultancy; IT Support; Technical Consultancy; Security; Cloud & Networks.

T-Tech has created a working environment that is personally and professionally challenging and enjoyable. At T-Tech you will be joining a talented team that values your input and knowledge. We are looking for highly motivated, talented individuals to join us in realising our vision.