

Job Title: IT Service Desk Team Leader
Department: IT - Central Services
Based: Hartlebury
Reporting to: Head of IT

THE COMPANY

Established in 1980, we're one of Europe's most experienced and largest, fully integrated, award winning communications agencies. From the strategic communication consultancy, to our complete in-house production facilities for digital media, video, events & print, we deliver to companies of all sizes that span a wide range of markets.

REMUNERATION

Agreed as per contract of employment.

Bonus & pension contribution scheme as outlined in your contract of employment.

ROLES AND RESPONSIBILITIES

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

PRINCIPLE DUTIES

- Responsible for leading the team of Service Desk Technicians
- Define the strategy, create a plan and lead the change to support the development of **drp's** Service Desk Support Team.
- Provide team leadership, staffing mentorship and governance of the Service Desk resources
- Overseeing incoming request, incidents and issues from a diverse portfolio of in-house clients
- Managing and co-ordinating complicated support issues
- Acting as an escalation point for all requests and incidents
- Developing and maintaining escalation process procedures
- Ensuring the timely resolution of incidents and requests in line with SLA's
- Implementing and maintaining best practice ITIL processes
- Provide data and report KPIs and trends to management on a regular basis
- Manage the process for communicating Major Incidents
- Managing any major incidents from start to completion
- Supervising and supporting team of Service Desk Analysts

This list is not exhaustive, and you will be expected to work flexibly and undertake other such duties as the management may from time to time reasonably require.

SKILLS, QUALIFICATIONS & EXPERIENCE

- Proven experience in a Service Desk environment / Lead role
- ITIL Service Delivery / ITIL Foundation understanding
- Service desk and incident management
- Service level management
- Prior experience in an IT related technical support customer facing role
- Experience with providing first & second line support of desktop & data centre technologies (i.e. Operating Systems, Server, Network, Monitoring, Storage & Backup infrastructure.)
- Solid base of technical knowledge, with a skill level capable of supporting Incidents at the first level or beyond.
- Articulate and client focused
- Strong team management skills
- Complex understanding and experience of IT infrastructure support

OTHER REQUIREMENTS

- To undertake necessary travelling and time away from the office, for meetings, events and any other requirements. Reasonable expenses for travel and subsistence provided.
- A full clean drivers license

DATA SECURITY

At all times you must work within the guidelines set out in the **drp** Information Security Policy and your Employee Confidentiality Agreement. Failure to do so will be deemed as gross misconduct.

FURTHER NOTES

The role will be based primarily in our Worcestershire head office. There will be times when this role will require you to work from the company's other offices. You will be expected to work flexibly and undertake other related commercial duties both in the UK and overseas as the company may from time to time reasonably require.

At all times you must work within the guidelines set out in **drp's** Health & Safety Policy and Employee Manual.

***drp** is an equal opportunities employer.*