Service Desk Team Lead

Client Services, IT Services

Service Desk Manager

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The Service Desk Team Lead provides day-to-day operational management and leadership of the Service Desk, including staff supervision, coaching, team building, and performance management. The Team Lead is the initial point of contact for the escalation of incidents and/or complicated service requests; leads institutional level projects related to continuous service improvement; and develops a customer service program with regular performance reviews, in order to deliver ongoing improvements in Service Desk performance.

Provides day-to-day operational management and leadership for the Service Desk by:

- Supervising, guiding, mentoring, team building, coaching and supporting staff to assist with improving effectiveness in their roles strategically and culturally.
- Setting performance targets for team staff and providing feedback to ensure optimum performance.
- Overseeing the workflow of the team and coordinating daily work priorities.
- Acting as the initial point of contact for the escalation of incidents and/or service requests; and directing work as appropriate.
- Ensuring staff have the tools to meet performance and service metrics.
- Leading and facilitating team and staff meetings; and cultivating effective working relationships between team members.
- Performing operational reporting, incident trend analysis and statistics.
- Identifying effective service management tools to improve response and resolution time; and providing recommendations to improve overall service delivery and quality of service.
- Planning and leading projects related to continuous service improvement.
- Liaising with other IT Services teams (i.e., Desktop Services, Audio-Visual, Infrastructure Services, Research Services, Application Services) to ensure incidents are escalated and resolved appropriately.
- Assisting the Supervisor with developing and improving existing departmental workflows and procedures.
- Providing hands-on, end user client services technical support as required, to ensure continuity of service desk operations.

Builds a customer-focused and exceptional client service culture by:

- Working closely with the Director, Client Services and the Client Services management team to ensure consistency in service delivery and quality of service across all Service Desk campus locations.
- Creating an environment to motivate, support and engage staff to improve performance.
- Acting as a client advocate and providing efficient and effective support to end users, including dispatching resources onsite to resolve problems as required.
- Monitoring staff workloads, outstanding issues, and dispatch assignments according to technical expertise/workload in order to meet client service level agreements (SLAs); and monitoring technical calls and support to maintain a high quality of customer service.
- Ensuring staff support the entire lifecycle of incidents and requests (from initiation to closure), and that they communicate the status of incidents/requests on a regular basis.
- Creating and implementing a customer service program with regular performance reviews.
- Providing consultation, advice and guidance to clients in the use of new information systems such as desktops, printers, software and applications.
- Planning and developing in-house technical training seminars, workshops and courses; and participating in soft skills training, mentorship, and coaching programs for staff development.
- Working with the Client Services management team to introduce customer service surveys and implement improvements for client satisfaction.

Oversees process management and improvement by:

- Reviewing and analyzing incidents and requests; investigating escalated incidents; and seeking resolution through appropriate action.
- Ensuring that incidents and requests are handled according to established procedures, including the logging, classification and assessment of incidents.
- Providing input into long-term service management planning.
- Integrating appropriate tools and processes to provide remote support on devices.
- Implementing improvements as a result of incident reporting and trend analysis.
- Assisting the Supervisor with the development of internal operational level agreements (OLAs) and service standards.
- Establishing policies and processes in collaboration with the Supervisor.
- Developing inter and intra team processes that promote efficiency, communications and customer service excellence.

Works closely with Project Managers and subject matter experts to share knowledge on services as new/updated services transition from development to production.

Remains current on emerging technologies and trends in IT as they related to service desk functions, and recommend alternate methods for improved service delivery.

**IMPACT OF DECISION MAKING**
Decisions may impact an entire business or academic system and its units, or impact teaching, events and meeting room spaces due to technology or service failures and how efficiently and effectively response teams are dispatched to avoid disruptions in teaching, learning and administrative functions across the university. Makes decisions on how best to manage the workload, based on the timeframe, the relative strategic importance of multiple projects with competing deadlines and the impact for failing to meet deadlines. Decisions regarding the escalation of incidents impact response times for resolutions.

**RELATIONSHIPS**
Establishes and maintains relationships and alliances. Maintains effective communication. Shares information and readily determines to whom to go for relevant information. Seeks assistance and feedback in the problem solving process. Partners with others to achieve expectations.

**Supervisory**
Supervises staff by providing guidance and mentorship, ensuring the appropriateness and currency of job responsibilities, initiating recruitment for temporary and continuing staff, hiring staff, providing or directing the provision of training and development, evaluating performance, responding to grievances and approving leaves of absence.

Direct Reports: up to 10

**Primary Working Relationships**
Works closely with staff in other IT Services units (i.e., desktop support, A/V, Network Operations, Servers and Storage, Application Services, Information Security).

**QUALIFICATIONS**
Bachelor’s degree in Computer Science or other Information Technology/Systems discipline, and five years of related experience working in a service desk/customer service capacity; leading/supervising a team; providing performance feedback and mentoring; or an equivalent combination of education, training and experience.

Excellent knowledge of the principles, methodologies, tools and techniques utilized in providing IT client support services. Good knowledge of IT Service Desk tools and processes (i.e., Information Technology Infrastructure library – ITIL V3, Service Desk operating procedures, call centre management, remote diagnostic and monitoring). Proficiency in all aspects of the end user environment (Windows and/or MAC, and/or Linux, and/or Sun) from a technical perspective. Excellent project management skills and the ability to lead projects/teams to roll-out new systems or achieve operational objectives. Excellent analytical, problem solving, organizational and time management skills. Excellent customer service, interpersonal, teamwork, and mentorship skills. Excellent communication (verbal, written, and presentation) skills. Ability to quickly establish credibility, and communicate effectively with senior management. Ability to fully diagnose and resolve problems associated with end user hardware, network connectivity, operating systems and software installation. Ability to supervise, coach, mentor and provide direction to a team of support staff. Ability to improve efficiency through ongoing process evaluation. Ability to manage meetings, build consensus and successfully engage project stakeholders and teams.

Initial Effective Date: August 21, 2017
Latest Revision Date:
Ability to maintain confidentiality.
Ability to gather information, diagnose and analyze a variety of technical and non-technical issues and provide information and/or solutions as required.