Invites applications for the following position(s):

**COMPETITION NUMBER: 529**
Administrative and Professional Staff (APSA)

Continuing Position
SERVICE DESK TEAM LEAD, GRADE 11
SERVICE DESK
POSITION NUMBER: 121860

**POSITION OUTLINE:**
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.

**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.
- 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.

**SALARY RANGE:**  
$73,757 to $88,079 per annum

**START DATE:**  
ASAP

A detailed resume and cover letter quoting Competition #529 must be received in our office by 4:30 pm on September 6, 2017, addressed to the attention of Linda Chan, Human Resources Advisor. Please follow the application instructions at: [http://www.sfu.ca/hr/prospective_employees/HowToApply.html](http://www.sfu.ca/hr/prospective_employees/HowToApply.html).

We thank all applicants for their interest; however, only those selected for interviews will be contacted.

*The University is committed to the principle of equity in employment*
A more detailed job description may be obtained at [www.sfu.ca/jobpostings](http://www.sfu.ca/jobpostings)