

## Job Title: Helpdesk Team Leader

Responsible to: **Helpdesk Manager**

### **Job purpose:**

Providing day to day operational management of the Helpdesk team as they provide break-fix and technical support services to retail & hospitality customers via telephone and remote support.

### **Key responsibilities**

- Overall management of queues and tickets ensuring issue are dealt with effectively by the team and in accordance with company processes and established SLA's
- Overall management of engineer scheduling ensuring the engineering team is fully utilised and the use of partner outsourcing is kept to a minimum
- Acting as a technical and operational escalation point for the Helpdesk team and customers
- Taking calls on the helpdesk via ticketing system/email or phone and working on / managing tickets through to resolution in accordance with SLA's
- Providing technical support to customers during periods of high ticket volume

In addition to undertaking the duties as outlined above, you may be required to undertake other duties, within reason, that may be required of you. This job description should be regarded only as a guideline to the duties required and is not definitive or restrictive in any way and may be reviewed in the light of changing circumstances following consultation with the successful candidate.

### **Working hours:**

The Helpdesk team provide support 7 days a week between the hours of 8am and 10pm with the team operating two distinct working hour patterns. The hours for this role are Monday to Friday, 8am to 5pm including all bank holidays except Christmas Day. There is also the requirement for occasional weekend cover. This requirement is shared between all four team members working the Monday to Friday shift to keep it to a minimum per team member.

As this role includes working 8 of the bank holidays, the holiday entitlement is increased for this role to 28 days over the standard 20 to compensate.

### **Experience / Skills :**

- Two years team lead experience within an SLA driven Helpdesk environment with at least two years' experience in a 1st/2nd line technical support role.
- Ability to quickly pick up and understand the company's technologies and services
- Excellent customer service skills, including the ability to handle demanding customers with tact and diplomacy.
- First class English written and oral communication skills and ability to communicate with customers at all levels
- Strong organisation skills (plan and coordinate team activities)
- Ability to prioritise and execute tasks in a high-pressure environment.
- Experience of engineer / resource scheduling
- Experience of using remote support applications.
- Excellent phone manner.
- Understanding of basic networking & infrastructure
- Experience of working in Retail IT support would be advantageous

**Personal Attributes**

- High level of motivation to drive the team
- Resilience and flexibility
- Committed to provide excellent customer service at all times
- Ability to adapt to an ever-changing environment.
- Self-motivated and driven with a keen attention to detail
- Ability to use own initiative without direct supervision.
- Confident and professional manner.