Downloaded from <https://www.velvetjobs.com/job-descriptions/service-desk-lead>

# Example of Service Desk Lead Job Description

Our company is growing rapidly and is looking for a service desk lead. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for service desk lead

* Maintain the master systems list as it pertains to the Service Desk
* Interact with other teams across the company as necessary to achieve the objectives of the Service Desk, Mortgage IT Operations and other non-IT teams
* Be an escalation point for all questions / issues impacting the Service Desk
* Support Analyst performance and quality reviews
* Execute various projects/initiatives
* Ensure team executes client service request in accordance to SLA’s
* Field incoming calls from clients and participate in field support when volume warrants
* Follow up with service providers to ensure client requests are closed prior to SLA’s
* Mobilize and manage resources required to execute client requests
* Build and administer service level agreement reports to the business, and internal IT clients

## Qualifications for service desk lead

* Represent team on cross-team/department projects
* The Technology Service Desk (TSD) compromises of Hardware, Software and application support
* Conduct monthly analysis of service data and call history to assess service performance across all business units
* Responsible for managing a top-notch service desk in support of HQ USTRANSCOM
* Oversee 100% of the requests, incidents and problems
* Train, coach and mentor Service Desk specialists including career development