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# Example of Service Desk Team Leader Job Description

Our company is growing rapidly and is looking to fill the role of service desk team leader. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for service desk team leader

* Keeping the condition of technical rooms and their equipment on site in expected standard
* Preparation of IT equipment for users, including PCs, mobiles, printers and tablets
* Coordination of IT governance, revision and creation of IT policies, planning and performing of control checks
* Maintenance of IT administration, such as hardware records, software records and their interfaces (CMDB)
* Creating and distribution of simple reports of IT team KPIs
* Creation of user manuals and operational IT documentation
* You will supervise and mentor team member s 50% of the time and also be an active Service Desk Analyst
* Act as a first point of contact for all IT helpdesk activities
* Ensure all incidents are logged accurately
* Acting as a resource for customers to turn to when they are unsure where to direct a question or concern, finding a solution or locating the correct person/ department to assist them

## Qualifications for service desk team leader

* Knowledge of server operation systems such as MS Windows Server and MS SQL Server, LAN & WAN technologies
* Experience as leader of a small team or Help Desk experience is advantage
* Understanding of hardware, ability to autonomously diagnose and solve common issues with PCs
* Willingness to travel occasionally (driving license)
* Fluently in Czech (or Slovak) and English
* Standard Office Applications (MSOffice up to 2010) especially MS Excel