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# Example of Service Desk Team Leader Job Description

Our innovative and growing company is searching for experienced candidates for the position of service desk team leader. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for service desk team leader

* Developing strong relationships within the delivery teams and within the account to ensure incidents are delivered to agreed timescales
* Have a full understanding of contractual requirements, to ensure that incidents are processed in line with these commitments
* Mentor new and junior members of the team
* Assist service desk team leader and step in when they are not there
* All Planned Preventative Maintenance planners to be accurately maintained and all planned maintenance activities to be appropriately organised with clients and service providers
* Working with the Regional Managers, develop and maintain a detailed contract and building asset database
* Drive the team’s Continual Service Improvement objectives
* Tracking resolution of all open Service Desk incidents and service requests to ensure that Service Level Agreement targets are achieved and whenever possible exceeded
* Escalation of priority incidents as part of the incident management process
* Participate in the on call rota for out of hours support

## Qualifications for service desk team leader

* Excellent communication skills both written and oral – can deal with users and team members with varying skillsets and knowledge
* Highly organised and able to coordinate a team
* Experience of managing remote/dispersed team of technical engineers
* Experience within a 1st, 2nd senior technical role
* A strong numerical background is essential
* Be fully aware of own responsibilities and be capable of making decisions related to the process they are working on