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# Example of Service Desk Team Leader Job Description

Our company is looking to fill the role of service desk team leader. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for service desk team leader

* Maintain individual Personal Development Plans for each member of the Service Desk Team
* Ensure there is current and reliable documentation to support incident resolution and service and change requests
* Define and maintain a set of key performance indicators to demonstrate adherence to agreed performance targets for the Service Desk
* Manage the Service desk queue
* Oversee the prompt completion of cases that have breached SLA
* Answer Service Desk calls as required in support activities
* Provide Incident management support
* Communicate to the business any system down notifications
* Creation and maintain Service Desk documentation
* Ensuring transition of project work to live is handed efficiently and effectively including desk training, local work instructions and process documentation

## Qualifications for service desk team leader

* Microsoft Certified Systems Engineer (MSCE) Certification is a plus
* Proven leadership, negotiating and conflict resolution skills
* Excellent Written and Verbal Communication (with a focus on listening)
* Bilingual – English and French or Spanish a plus
* Requires strong interpersonal skills including initiative, problem analysis, attention to detail and sound judgment when making decisions
* Ability to multi-task and open to assigned flexible hours and on-call rotation