



Example of Service Desk Lead Job Description

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Our company is growing rapidly and is looking for a service desk lead. 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 lead

- Maintain expert knowledge of the contracts which govern the in-scope services and manage/maintain the contract change processes as necessary
- Represent services during renewal/renegotiation processes as necessary
- Provide financial stewardship of the budgets, both capital and operating expense where applicable, associated with the in-scope services to ensure Shire receives full value for financial resources spent
- Collaborate with customers, peers and partners to measure service quality, awareness of service offerings, educate on how best to leverage the services to achieve maximum benefit, identify new business requirements and trends that need to be incorporated into the service strategy and roadmap
- Develop and maintain, as part of the broader IT and End User Computing Strategy, the Service Desk strategy and ensure associated technical roadmaps, transition/transformation programs are well understood, included in annual/ongoing portfolio planning activities and delivered according to plan
- Train/mentor all team members on best practices in respective areas
- Oversee creation/maintenance of all procedures
- Continuously improve all procedures and processes
- Manage SLAs, metrics, and KPIs
- Maintain the master systems list as it pertains to the Service Desk and Provisioning teams

Qualifications for service desk lead

- Participate as necessary during audits several times a year
- Manage job templates that smooth the onboarding process
- Interact with other teams across the company as necessary to achieve the objectives of the Service Desk, Provisioning, Mortgage IT Operations and other non-IT teams
- Be an escalation point for all questions / issues impacting the Service Desk and Provisioning teams
- Train/mentor all team members on best practices in call handling and incident documentation