



Example of Services Team Leader Job Description

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Our company is hiring for a services team leader. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for services team leader

- To be included in the out of hours call out Rota for the serviced buildings
- Effective working lead of technicians within a Hard Services delivery team
- The continued development of Rounder Wheel transformation initiative
- Ensure the efficient management of hardware repairs and replacement devices throughout the UK and Europe and that the appropriate billing is raised
- Providing their Line Manager with key management information detailing Team Key Performance Indicators and also issues affecting our clients
- Utilising ITIL methodologies to implement processes and procedures throughout the department
- Overall responsibility for ensuring the teams are meeting their KPIs and contractual SLAs for all clients
- Representing Client Services at Retailer Forums or Partner Forums to gauge feedback from our key clients
- Works with Management on the disposition of defective products
- Studies production schedule and estimate resource requirements for job completion and notifies Management of problems with B.O.M

Qualifications for services team leader

- Proven track record of success coupled with proven knowledge of industry best practice for IT Desktop and Service Delivery

- Demonstrated ability to lead a group or individuals to meet and exceed expected results in accordance with departmental and organizational goals
- Experience in the Hotel, Restaurant or Travel industry
- Previous experience in a Butler role is preferable
- University degree in Computer Sciences/ Information Systems/ Engineering