



Job Description

Job Title	Service Operations Team Leader (OOH)
Department	Service Desk
Responsible For	Service Desk Shift Leader / Service Desk Analysts
Responsible To	Service Desk Manager
Main Purpose of Job	<p><u>Leadership</u></p> <p>Provide leadership, guidance and support to a team of service desk analysts</p> <p><u>Leadership Responsibilities:</u></p> <p>Line management of a team of Service Desk Analysts, Support Specialists, Technical Engineers and Shift Leaders</p> <ul style="list-style-type: none"> • Ensure all team members understand theirs and CDW’s expectations and deliverables of their roles. • Develop and coach team members to improve performance and delivery of service. • Identify and manage training and development needs in line with company procedures. • Ensure team have accurate and available information to support CDW’s customers. • Contribute to the maintenance and quality of the Knowledge Base • Manage organisational change within team and department, including changes to procedures with regular comms in a timely manner <p><u>Leadership Activities:</u></p> <ul style="list-style-type: none"> • Regular appropriate business communications to team • Regular Team Meetings • Bi annual appraisals, monthly one-to-ones, training and development plans • Regular assessment of individual team member’s performance and act to address conduct/capability issues in line with CDW disciplinary procedures. • Provide support and delivery teams with relevant information regarding service performance via meetings, telephone conferences, email or reports. • Develop, grown and maintain professional working relationships with all internal stakeholders and customer equivalents • Attend meetings with other Team Leaders and Operational Managers as required <p><u>Process, Procedures and Contractual</u></p> <p>Ensure company processes, procedures and contractual requirements are followed whilst maintaining high levels of customer service.</p> <p><u>Process, Procedural and Contractual Responsibilities:</u></p> <ul style="list-style-type: none"> • Ensure process, procedural and contractual agreements are being followed correctly by the team. • Daily, Weekly, Monthly & Ad-hoc Management Reporting • Point of escalation for both internal and external customers, taking ownership through to resolution • Manage and deliver projects <p><u>Process, Procedural and Contractual Activities:</u></p>



Job Description

	<ul style="list-style-type: none"> • Set high quality standards and monitor as part of monthly QA, ensuring this is met via appropriate assessment methods • Quality Assurance of Incident Management by spot checking Incidents and providing Analysts with documented feedback • Ensure that there is continual service review and improvement of all processes and procedures <p><u>Customer Service</u></p> <p>Endeavour to provide all CDW customers with the best level of customer service and support.</p> <p><u>Customer Service Responsibilities:</u></p> <ul style="list-style-type: none"> • Contribute to the timely resolution of customer complaints and escalations including providing corrective actions. • Regular Quality Assessment to ensure customer service standards and service delivery methods are understood and delivered by the team. <p><u>Customer Service Activities:</u></p> <ul style="list-style-type: none"> • Escalation point within services escalation process to provide support, input and resolutions to escalations and complaints both in and out of hours. <p><u>Service Performance</u></p> <p>Maximise productivity and improve service delivery to achieve and exceed SLAs, OLAs and KPI targets.</p> <p><u>Service Performance Responsibilities:</u></p> <ul style="list-style-type: none"> • Through monitoring and management ensure team achieve and exceed relevant SLAs, OLAs and KPI's • Identify and escalate any potential breach of service level or risk to CDW, where possible mitigating breach and managing to resolution • Provide relevant stakeholders within Services with ad hoc reports <p><u>Service Performance Activities:</u></p> <ul style="list-style-type: none"> • Regular monitoring of queues and service dashboards taking appropriate actions where applicable • Continual review of available resources required to meet service levels • Contribution, implementation and delivering against Service Improvement Plans
<p>Knowledge & Experience</p>	<ul style="list-style-type: none"> • Awareness of ITIL methodologies and best practice • Knowledge of the working practices of the area responsible for • Good working knowledge of Microsoft Word, Excel and Outlook • Previous team management experience • Practical experience of an external Managed Services provider <p>This role requires the successful candidate to either hold SC Clearance or to be willing to go through the process of Clearance</p>



Job Description

Personal Attributes	<p><u>Leadership Attributes:</u></p> <ul style="list-style-type: none">• Team focused – a genuine passion for managing and leading individuals to deliver excellence through continuous development and improvement.• Patient, tolerant and supportive leader• Team Player – ability to work as part of a team to deliver operational excellence• Influencer – able to remain positive at all times and influence those around you• Good relationship management skills• Driven, motivational, professional leader, with a 'can-do' attitude at all times <p><u>Process, Procedural and Contractual Attributes:</u></p> <ul style="list-style-type: none">• Outstanding communicator that can remain objective and emphatic whilst being able to deliver the message required. <p><u>Customer Service Attributes:</u></p> <ul style="list-style-type: none">• Excellent proven organisational and customer service skills• Ability to take ownership of and progress problems to resolution• Analytical, with exceptional attention to detail <p><u>Service Performance:</u></p> <ul style="list-style-type: none">• Time management and prioritising skills to ensure delivery of service at all times• Innovative thinking, in terms of service quality and improvements within the boundaries of CDW's limits (resource, budgetary, legal etc.)
----------------------------	--