



Job Description

Job Title	NOC Application and Cloud Team Leader
Department	NOC
Responsible For	Support Specialists and Technical Engineers
Responsible To	Head of NOC
Main Purpose of Job	<p><u>Leadership:</u></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. • Manage organisational change within team and department, including changes to procedures with regular communication in a timely manner • Regular appropriate business communications to team • Regular Team meeting, appraisals, one-to-ones, training and development plans • Regular assessment of individual team members’ performance and act to address conduct/capability issues in line with CDW procedures. • Provide support and delivery teams with relevant information regarding service performance via meetings, telephone conferences, email or reports. • Develop, grow 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>Technical:</u></p> <ul style="list-style-type: none"> • Provide a point of technical escalation and expertise. • Provide technical assistance to on-going projects and the transition of new customers when required. • Act as a role model for technical competence, helpfulness, facilitation of learning and teamwork. • Proactively maintain and develop knowledge, skills and experience through client contact, industry sources, formalised training and development plan. • Escalate and work with vendors when required. • Work with both consultants and R&D to understand and design services. <p><u>Process, Procedural and Contractual:</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 <p><u>Customer Service:</u></p> <ul style="list-style-type: none"> • Contribute to the timely resolution of customer complaints and escalations including providing corrective actions.



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	<ul style="list-style-type: none"> • Regular Quality Assessment to ensure customer service standards and service delivery methods are understood and delivered by the team. <p><u>Service Performance:</u></p> <ul style="list-style-type: none"> • Through monitoring and management ensure team achieve and exceed relevant SLAs, OLAs and KPIs • 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 • 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>	<p><u>Essential:</u></p> <ul style="list-style-type: none"> • At least 3 – 5 years’ experience in a similar SLA driven support role • Proven Customer service Skills • Proven experience in delivering projects and complex changes. • Industry recognised qualifications in relevant areas. • Extensive and proven knowledge/experience in the following technologies. <ul style="list-style-type: none"> - Microsoft Azure - AWS - Windows Server 2008/2012/2016 - Exchange 2013/2016 - Active Directory - Lync (Skype for Business) - File Server / Print Server - Microsoft RDS <p><u>Desirable:</u></p> <ul style="list-style-type: none"> • SCCM knowledge • VMWare knowledge • Security Clearance (SC) advantageous <p>Experienced in ITIL best practices desirable. Ideally holding an ITIL Foundation certification.</p>
	<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



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	<ul style="list-style-type: none">• 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.)
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