

# ROLE PROFILE

## MANAGED SERVICES TEAM LEADER

Vacancy:	Managed Services Team Leader
Reference:	MSTL/PB/BSE/07/2023
Date:	25/07/2023
Contract:	Permanent
Hours of Work:	Full Time (36.25 hours per week)
Reporting to:	Senior Service Delivery Manager
Location:	Fluid Working between home and our Bury St. Edmunds or Peterborough offices

At Xperience we deliver business efficiencies through Digital Transformation.

We put our clients at the heart of everything we do, helping them create better, faster processes, build stronger customer relationships, strengthen data security, accelerate profitability and position them for growth. That's why we've got over 1,100 clients who are more efficient, more productive and more profitable just because they work with us. And, it's why 95% of our clients say they would recommend us. But really, it's our people that make the difference at Xperience. They have the expertise and ambition to collaborate with our clients to guide them towards the optimum solution. Together as a team and through partnerships with world leaders in technology, we provide smart solutions that provide real digital transformation in businesses, including Cloud, ERP, CRM, Managed IT, and Cyber Security.

### The Role

We are undergoing an exciting time in our evolution and now seek a driven and enthusiastic **Managed Services Team Leader**. With a strong background in Managed IT Support, you'll join a dynamic and fast-growing client support team and have an opportunity to play a key role in the future of our client and employee experience, working with the Senior Service Delivery Manager to shape and deliver a best-in-class client support desk.

You'll work to manage, coach, mentor and develop a team of client helpdesk engineers, from trainees through to established support professionals, having control and oversight of team workflow. You'll also work directly with our clients leveraging your already well-developed support skills, building relationships internally and externally with a wide client base, establishing trust, owning escalations and delivering resolutions.

As a wider Client Support Team of 90+ people including Service Delivery Managers, Team Leaders and support professionals, we collaborate in providing support to our growing client bases across the UK from our offices in Lisburn, N. Ireland, Peterborough, Bury St. Edmunds & Glasgow.

This role will draw on your past successes and experience of delivering client support in a service environment for a range of clients across multiple technologies. In collaboration with the Senior Service Delivery Manager, you'll work with key stakeholders across the business to deliver upon client SLA's and contractual agreements by ensuring your team has the appropriate skills and training required to be successful. You'll bring your experience in service best practice as well as being an excellent communicator and relationship builder.

The role presents an excellent opportunity for an ambitious client support professionals to develop their leaderships skills taking the lead on the day-to-day management of a helpdesk team in a growing organisation. You'll have the opportunity to add real value, shape a client centric culture in our business and work with a range of talent at all levels, ultimately supporting the business to drive commercial value through our people.

As we want to identify only the best talent to join our team, this role offers Fluid Working between home and our offices. Regular travel to our NI/GB sites will be required to support the needs of the role.

#### Key Responsibilities:

- Manage the day-to-day operations of the Managed Services Helpdesk, responsible for the delivery and monitoring of technical support services through email, live chat, telephone and the company's helpdesk system, in accordance with SLA's
- Lead, develop, coach and engage a team of Technical Support Professionals to perform to their optimum and to best support the business through regular communication both at team and individual level (eg. team meetings and 1-2-1's) and through active performance management
- Collaborate with Managed Services colleagues to ensure that adequate resource is available to effectively meet/exceed agreed SLA targets
- Act as a point of technical escalation within the Support department for other members of the team, providing support to resolve client issues Engage with the Senior Service Delivery Manager ensuring that all incidents and concerns are reviewed, actioned appropriately and exceptions escalated
- Work collaboratively across departments and locations, demonstrating company values and behaviours
- Take responsibility for helpdesk escalations to ensure the effective management and resolution of client support incidents, in line with department guidelines whilst ensuring that both internal and external stakeholders receive regular updates
- Monitor the quality of helpdesk services, through a continuous review of Customer Survey Feedback and Ticket Ratings, taking appropriate action to ensure Customer Satisfaction targets are met
- Work with the Senior Service Delivery manager to review and improve the policies, procedures and documentation required to ensure the provision of high-quality support services on an ongoing basis
- Act as an incident manager where required to effectively manage, communicate (i.e. ensuring that internal and external stakeholders receive regular and effective updates) and quickly resolve Managed IT Incidents

- Take responsibility for one's own professional development, through continuous learning, to ensure that any contractual or partnership accreditations or certifications are achieved
- Work with the Senior Service Delivery Manager to deliver and execute comprehensive training plans within your team, maximising team knowledge and capability whilst also ensuring that the business can fulfil its partnership and contractual requirements (I.e Microsoft Gold Accreditations, Cisco, Sophos, Veeam, Citrix)
- Collaborate with the Senior Service Delivery Manager and across departments, to ensure that the client experience reflects the 'One Xperience' ambition
- Proactively deliver ongoing client service improvement by engaging regularly with clients and be the escalation point for client issues either directly from the client or via the Client Account Manager
- Drive continuous improvement by ensuring our business processes are being adhered to.

#### Essential:

- Previous experience in coaching and developing the skills of IT professionals
- Previous hands-on experience with ticket management systems e.g. ConnectWise
- Experience with Microsoft technologies, specifically Microsoft Office 365
- Knowledge and understanding of the principles of ISO 27001:2013 Information Security Standards and Processes
- Ability to confidently communicate and develop effective working relationships with customers and stakeholders, including technical and non-technical personnel
- Experience of delivering a high level of customer service in busy, high-pressure situations
- Attention to detail, with the ability to interpret data to drive performance and meet KPIs
- Problem solving skills and resilience to issues and influences outside of their control
- Ability to live and work in the UK (without employer visa sponsorship)
- Full driving licence that allows you to drive in the UK and a willingness to travel to client sites as required

#### Desirable Criteria:

- ITIL Foundation Certified
- Previous line management experience in an IT environment
- Experience in resource planning and utilization, recruitment and employee training & development
- Microsoft MCSA, MCSE or equivalent professional certification
- Previous experience as an IT Support professional within a Managed IT Services environment would be an advantage
- Technical experience supporting any of the following technologies:
  - Microsoft Windows Server
  - Microsoft Office 365 (Exchange Online, One Drive etc)
  - Active Directory
  - Anti-Virus, Anti-Malware & Anti-Spam Solutions
  - Veeam Backup & Replication or other back up technologies
  - Hardware Maintenance (Servers, Laptops or Desktops)

- Patch Management Solutions
- Hyper-V or VMware
- Cisco Routing or Switching or Security

### Competencies required for role:

#### Communication

Conveys information and ideas clearly and respectfully. Listens to other and values different opinions.

#### Teamwork and Collaboration

Shares knowledge and works across departments and locations, working co-operatively and supportively with colleagues.

#### Results Focussed/Problem Solving

Prioritizes tasks, overcomes obstacles and accepts ownership of work assigned. Owns actions that deliver results.

#### Developing Yourself & Others

A quick learner who is able to acquire and apply new knowledge and skills whilst learning from experiences and mistakes.

Xperience is an equal opportunities employer.