

Service Desk Lead

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Company: Livestock Information

Location: United Kingdom

Category: computer-and-mathematical

Service Desk Lead

Are you a Service Desk Lead looking for something new?

Do you have experience of managing a service desk in a Microsoft environment?

Would you be interested in helping with the running of crucial platforms that help the government keep Livestock safe and healthy?

If so, we'd love to hear from you!

At Livestock Information Ltd, our mission is to be an outstanding service provider of livestock data, empowering government, industry, and farmers to effectively manage disease and infection control, whilst enhancing productivity and innovation in agriculture. To achieve this, we need great people, who share in our values.

We are now seeking an experienced Service Desk Lead to join us fully remote. As a Service Desk Lead at Livestock Information Ltd., you will be responsible for managing the day-to-day operations of the Service Desk, ensuring high quality customer service and support across all IT incidents and requests. Operating within the ITIL framework, you will oversee incident management, request, and problem resolution processes, aiming to minimize disruptions and maintain optimal service levels ensuring all service targets are achieved. This is an interesting role that's a dynamic blend of problem-solving, communication, and

adherence to industry-leading standards for optimal IT service provision.

Responsibilities

Leadership and Management: Lead, motivate, and support the service desk team. Plan and schedule staff shifts to ensure optimal coverage. Conduct performance reviews ensuring that service standards are being achieved.

Incident and Request Management: Oversee the efficient handling of service incidents and requests, ensuring they are logged, prioritised, assigned, and resolved within agreed timelines. Escalate complex issues to appropriate technical teams as needed.

Major Incident Management: Oversee the running of Major Incidents, set up and run bridge calls ensuring that resolution targets are achieved and that stakeholders are kept informed inline with process communication plans.

Problem Management: Lead problem management activities to identify the root causes of recurring incidents and work with relevant teams to implement permanent fixes.

Continuous Improvement: Utilise ITIL best practices to continually assess and improve service desk processes, tools, and performance metrics. Working with our CSI Lead to implement strategies to enhance customer satisfaction and service delivery efficiency.

Communication and Collaboration: Serve as a primary point of contact between the IT department and business units. Communicate effectively with stakeholders at all levels regarding service disruptions, updates, and continuous improvement initiatives.

Knowledge Management: supporting the Knowledge manager in ensuring the service desk team maintains and utilises an up-to-date knowledge base. Promote knowledge sharing and documentation of solutions to improve resolution times and self-service capabilities.

Quality Assurance: Monitor service desk activities and performance metrics to ensure service levels are met. Implement quality assurance practices to maintain high standards of service.

Requirements

ITIL Certification, with a thorough understanding of ITIL service management processes.

Solid experience in IT Service Desk or Support role, with at least 2 years in a supervisory or leadership role.

Strong leadership, organisational, and decision-making skills.

Excellent communication and interpersonal skills, with the ability to interact effectively with all levels of the organisation.

Proven ability to manage and prioritise tasks and projects in a fast-paced environment.

Experience with service desk software and ITSM tools.

Analytical skills with a problem-solving attitude.

Benefits

The salary for this role is £40,000-£50,000.

As an LI employee, you will be entitled to our company benefits which include:

Remote-first working set up

33 days annual leave, inclusive of Bank Holidays

4 x annual salary Life Assurance

Market leading pension through Legal & General

Enhanced Parental leave

Excellent learning, training and, career development opportunities and funding

24/7 access to our Employee Assistance Programme

An inclusive culture where everyone is respected and valued

Application and Interview Process

To apply for this role you will need to submit a CV and answer some pre-screening questions.

The interview and assessment process for this role will involve a telephone interview with our Talent Team, followed by a first stage and a final stage interview. All interviews will be conducted fully remotely via MS Teams.

If we need to make a reasonable adjustment so that you can complete your application, please contact us as soon as possible by emailing before the closing date to discuss your needs.

Diversity statement

At Livestock Information, we value diversity and believe that every individual brings different strengths. We understand that not everyone may possess every single skill outlined in this job description, but if you believe you have a solid skill set that enables you to excel in this position then we really encourage you to apply.

Disclaimer

Livestock Information Ltd. cannot sponsor work visas at this time.

Livestock Information Ltd. Does not discriminate based on race, sex, colour, religion, age, national origin, marital status, disability, veteran status, genetic information, sexual orientation, gender identity or any other reason prohibited by law in provision of employment opportunities and benefits.

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