



Level 3 Support Engineer Team Leader - Nottingham

Main purpose

As the Level 3 Support Engineer Team Leader you are responsible for overseeing the day to day management of the level 3 support engineers and the delivery of service excellence to XMA's customers. You and your team will be directly responsible for the ownership and responsibility to collaboratively manage customers' live services that require proactive and reactive interventions, in accordance with XMA's service management processes. You'll need to maintain an excellent level of technical understanding of key platform technologies and ensure the team acts as a centre of excellence. In this role you will be responsible for managing, mentoring and developing a team of Support Engineers ensuring a high performing team.

Success in this role will be demonstrated by ensuring Incidents, Requests, Problems and Changes (ITSM tickets) are managed within the agreed service levels. To effectively manage the level 3 Support engineering team and deputising the Technical Support Manager.

Must be willing to perform weekly out-of-hours service scheduled on a rota basis.

Must be willing to deputise the Technical Support Manager and act as a point of escalation as and when required.

XMA Service Desk

The XMA Service Desk team is circa 35 strong and provides nationwide customer coverage delivering IT Support into its customer base. The customer base covers a varied range of verticals predominantly Schools, Higher Education, Government and Corporate markets. The services provided cover IT support (Level 1, 2 & 3), Major Incident Management, Change Management, Problem Management, Asset Management, Proactive Monitoring & Maintenance of infrastructure. There is also significant requirement for the team to participate in regular Change, Problem and Major Incident Management meetings. The team will also implement Changes, Identify, diagnose and implement resolutions to Problems.

Reports to

Technical Support Manager (Direct Report)

Key relationships with

A close relationship with Service Delivery Management, Solutions Engineering, Projects and Sales teams is key to delivering support services exceeding customers' expectations.

Key accountabilities

Service Excellence	<ul style="list-style-type: none">• Maintain a high degree of customer service for all support queries and adhere to all service management principles• Take ownership of user problems and be pro-active when dealing with user issues• Support users in the use of computer equipment by providing necessary training and advice• Drive continual improvement to XMA's systems and processes by identifying improvement opportunities, own and implement, improving our overall service offering
Lead	<ul style="list-style-type: none">• Leader of the Level 3 Support team driving best practices to provide excellent service and solutions• Provide guidance and mentoring to team• Performance management of Level 3 team including appraisals

	<ul style="list-style-type: none"> • Prioritise workloads and ensure customer issues are being dealt with in accordance to SLA • Deputise Technical Support Manager and be point of escalation • Perform daily queue checks and management on individual and team queues, and assign calls appropriately • Track and triage incidents against problems. Drive down opportunity for repeat incidents resulting from a common root cause and time to triage new incidents • Provide internal training, alongside the Technical Support Manager and introduce and maintain effective and efficient ITIL processes for Incident, Problem, Change and Service Improvement • Resource planning of team
Incident, request, problem and change management	<ul style="list-style-type: none"> • Take responsibility for incidents and requests that require third line intervention, and own until a satisfactory conclusion is reached • Respond to, investigate and resolve incidents and requests in a professional manner, working in accordance with customer service level agreements • Identify underlying issues and investigate and resolve them in accordance with problem management policy and process • Achieve targets as directed by Support Services Management, e.g. average number of calls per working day, # of problems to resolve per month or % of configuration items correctly managed • Manage people's expectations and in particular update people on progress or slippages • Co-ordinate escalations of incidents to other teams • Provide support outside normal working hours, if required • Using call logging tool (or other agreed mechanisms) to maintain accurate records of user requests, progress and outcome
Proactive management	<ul style="list-style-type: none"> • Take responsibility for proactive activities – such as monitoring, configuration, capacity planning, problem management • Undertake trend analysis for areas of ownership, making recommendations and raising changes

Competencies and experience

Experience	<ul style="list-style-type: none"> • At least 3 years experience in a similar technical role • Previous experience of management of employees/teams • Previous experience of customer service / service desk focussed role • Ideally ITIL Foundation V3 or experience of • Strong experience of working in an ITSM structure • Strong knowledge of Microsoft client and server architecture • Strong knowledge of VMWare and other virtualisation technologies (i.e. MS Hyper-V) • Strong knowledge of network infrastructure (SAN, HP switching, Cisco switching) • Strong knowledge of backup architecture • Knowledge of deployment tools (SCCM 2012)
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Technical Support	<ul style="list-style-type: none"> • Displays deep and broad knowledge in relevant technical skills sets • Follows logical process for problem identification • Asks questions to clarify and verify information • Provides clear, detailed, and understandable explanations • Demonstrates critical thinking • Recognises and anticipates problems • Uses fact-finding and diagnostic tools • Identifies and implements optimal solutions • Performs well under pressure
Documentation / Technical Writing	<ul style="list-style-type: none"> • Habitually captures thought processes, activities and knowledge in appropriate documentation, not least reports, build documents and knowledgebase articles • Ensures that documentation deliverables are consistent with team practice • Develops complete and accurate content

Characteristics and Behaviours

Service Excellence and Continuous Improvement	<ul style="list-style-type: none"> • Strives to increase personal productivity • Develops efficient work methods • Focuses on results rather than routines • Seeks ways to improve systems and services • Develops standards, procedures, and policies • Communicates standards effectively • Ensures adherence to standards
Results focus	<ul style="list-style-type: none"> • Focuses on customer needs and satisfaction • Sets high standards for quality and quantity • Monitors and maintains quality and productivity • Works in a systematic, methodical and orderly way
Contributing to team	<ul style="list-style-type: none"> • Establishes effective relationships with team • Exhibits tact and consideration • Displays positive outlook and pleasant manner • Contributes to building team spirit • Gives and welcomes feedback • Provides Leadership and supports team