

Support Team Lead

Job Description

Summary of position

The Support Team Lead will be working with our consultancy and SaaS product development teams to assist Management in leading the support offering across multiple B2B and B2C services. Reporting to the Service Delivery Manager, you will ensure that the team provides the timely incident and problem management services our customers require.

The ideal candidate will be passionate about leading a team to deliver excellent customer service and support, have a very clear written and verbal communication style, be experienced in continually identifying areas for improvement and leading the team to deliver on them. With an empathetic mindset, they will recognise their team member's different strengths and learning requirements and adapt their leadership style in order to ensure that everyone grows and progresses.

Responsibilities

The Support Team Lead will have the following responsibilities:

- Leading the support team to deliver the support capability and drive excellence through alignment to standards and processes;
- Monitor and report on the team's daily tasks and progress towards objectives, ensuring they are completed on time and to the required standard;
- Assign work and coordinate the team in service delivery;
- Identify opportunities for growth and improvement and proactively act on them;
- Produce customer facing support service reports and attend customer meetings as required;
- Answer and respond to incidents and problems, as well as deal with standard and non-standard requests;
- Proactively check systems and services in order to identify issues or improvements;
- Ensure that their team is accurately tracking their time;
- Work on call shifts once trained, including bank holidays;
- Complete support activities and tasks to recover systems affected by incidents;
- Provide excellent customer service for our B2B and B2C clients;
- Create support documentation and knowledge articles to ensure the effective delivery of support activities;
- Escalate serious issues to the Service Delivery Manager;
- Get stuff done properly, first time around;
- Make it right and only then make it fast;
- If you see something that's broken, fix it. That includes the coffee machine.

Skills & Experience

The Support Team Lead will have some experience of delivering fantastic service/support whilst demonstrating leadership skills within a team.

In addition, the role holder should have:

- An empathetic and positive approach, with the desire to help and motivate others to excel and progress through delivering constructive feedback;
- The ability to learn complex technical information and then convey it to team members and customers;
- Strong verbal and written communication skills;
- Strong customer service skills, with the ability to handle a range of customer requests;

- Experience of using initiative, owning tasks/projects and following through to completion;
- The ability and desire to learn new skills in a fast-paced environment

Desirable Skills

- Working knowledge of at least one public cloud provider (PaaS, IaaS, SaaS);
- Understand and experience using at a development/query language (SQL, Java, C# etc)
- A technical background with some experience forward fixing hardware and or software issues.

Location, On Call & Shift Allowance

The Role will be based at the Data Shed's Leeds office. The role will require periods on call and shift work outside of normal business hours including public holidays (typically working in shift patterns 1 week in 5).

At The Data Shed, we are all responsible for our own, and each other's development. As such, we are encouraged to deploy coaching and feedback skills on a daily basis to facilitate the improvement of all. Experience of these skills is helpful but being open to them is a must.