

Service Desk Team Leader	Job Description
Job description summary	<ul style="list-style-type: none"> - Manage the performance of services to customers (24 x 7, 365 days per year), ensure that service levels are achieved in line with contracts and that customers expectations are met or exceeded; - Ultimate responsibility for ownership of all customers incidents or logged service requests; - Track the incidents to conclusion in line with SLAs and quality standards; - Manage critical customers incidents, associated to customer communication, activities and any appropriate escalations; - Provide information about incidents analysis and KPIs; - Build services relationship with customers and conduct service reviews for key customers. Review performance reports, service improvements, service quality and processes; - Provide management and performance reports.
Detailed Job description	<ul style="list-style-type: none"> - Manage and collaborate with third party suppliers and ensure that their performance and provision of services and quality are in line with our expectations and enable us to meet or exceed service levels; - Measure, monitor and work to drive down incident levels. This will relate to Product and Customer problems. Ensure that the Service Desk actively participates in improving the usability and reliability of Skylogic services; - Ensure that practices and processes exist and when it is possible are standardized and repeatable. Ensure that these ones are continually improving and produce business cases to support team activities; - Identify and implement improvements to the Service Desk incident logging system in order to provide a more effective and efficient service to customers; - Ensure that the Service Desk is fully using appropriate knowledge management tools and practices in order to provide a more effective and efficient service to customers; - Contribute to the success of the business and assist in improving the overall customers experience within the team; - Ensure that the Skylogic Mission and Vision, strategy and business plan are understood by all the team; - Meet goals and KPIs as set by the line manager; - Ensure that team's KPIs are monitored, actions are taken, evaluated accordingly and delegated properly; - Review aspects for improvement with own practices and processes and ensure that communication takes place across the whole area of responsibility.
Skill Sets	<ul style="list-style-type: none"> - Education to degree level preferably in Satellite Communications or in Telecommunications; - ITIL Service Delivery qualification is highly appreciated; - At least 2 years' experience of managing a Service Desk; - Proficiency in English. A good knowledge of French/ German/Spanish/Italian would be highly appreciated.
Personal potentiality	<ul style="list-style-type: none"> - Excellent interpersonal, communication and analytical skills; - Team working; - Planning, organization and management of the work; - Precision, reliability, dynamism and flexibility.
Reporting to	Operations Manager
Job Location	Turin, Italy