Service Desk Deputy Lead - Springfield, VA Job

Employer Name:

SpiderID: 12518218

Location: Springfield, Virginia

Date Posted: 5/11/2022

Wage: Negotiable

Category: Information Technology

Job Code: 2022-019

Job Description:   
  
Responsible for supporting and leading Service Desk operations and multiple shift leads providing direction for sites within scope of contract. Responsible for designated lines of services to include Service Level Agreement (SLA) and Key Performance Indicator (KPI) metrics. Acts as the liaison between Shift Leads, Service Desk Lead, and client leadership. Provides and manages escalation support as it relates to designated service line. Ensures service lines execute on all deliverables. Combines demonstrated technical qualities with exceptional customer service in daily responsibilities. Deliver Information Technology Infrastructure Library (ITIL) service operations processes of problem, change, configuration, incident, and release management. Specialize in the delivery of one of the processes or provide management and coordination across multiple processes.  
  
Client: Microsoft  
  
Location: Springfield, VA (Hours 2:30 PM to 11:00 PM)  
  
Duties and Responsibilities  
  
 \* Manages technical support staff, ensuring all incidents are properly documented, tracked and resolution occurs within client SLAs.  
  
 \* Responsible for ensuring operational process and procedures are being followed for designated shift leads, taking any needed corrective actions as required.   
  
 \* Responsible for taking feedback and any escalations communicated by counterpart within the program leadership; documents feedback and escalations and take or recommend actions to address.   
  
 \* Monitor shift lead queues daily and provide feedback to shift leads to improve operational services.   
  
 \* Leads efforts in setting goals and objectives for the Service Desk operations organization.   
  
 \* Facilitates the day-to-day management of customer problems/requests/issues.   
  
 \* Identifies and recommends areas which need to be addressed by new or streamlined procedures.   
  
 \* Performs follow up on incidents and escalations with customers as needed to ensure customer satisfaction.   
  
 \* Develops and maintains knowledge of customer and customer specific business environment. Ensures staff acquires customer specific skills and knowledge.   
  
 \* Provides leadership and direction to team as required. This includes training, evaluations, staffing, scheduling, time reporting and other HR issues, as appropriate.  
  
 \* Maintains an informed status of operations by attending and briefing customer meetings, as appropriate.   
  
 \* Clearly defines and communicates roles and expectations to manage team.   
  
 \* Responsible for monitoring team performance and behavior, coaching, mentoring, and taking disciplinary action as appropriate.   
  
 \* Develop and communicate necessary policies, procedures, standards, and processes that promote productivity and effective resource utilization.   
  
 \* Demonstrated competence within Microsoft Azure, managing Virtual Machines (VMs), network Security Groups (NSGs), Resource Groups, Virtual Networks (VNETs) and Subscription.  
  
   
  
 Other Job Responsibilities  
  
 \* Supervise staff responsible for first level technical support, ensuring all incidents are properly documented, tracked and resolution occurs within client Service Level Agreements.  
  
 \* Responsible for scheduling, including vacations, training, and sick leave.  
  
 \* Assists with taking customer calls as needed.  
  
 \* Assists with setting goals and objectives for the Service Desk Operations organization.   
  
 \* Facilitates the day-to-day management of customer problems/requests/issues.  
  
 \* Monitors incidents and ensures that Service Level Agreements are met.  
  
 \* Identifies and recommends areas which need to be addressed by new or streamlined procedures.  
  
 \* Performs follow up on incidents with customers as needed to ensure customer satisfaction.  
  
 \* Develops and maintains knowledge of customer and customer specific business environment. Ensures staff acquires customer specific skills and knowledge.  
  
 \* Supervises and/or works on project work as appropriate. Provides support for new business transition activities as required.  
  
 \* Provides leadership and direction to staff as required. This includes training, evaluations, staffing, time reporting and other HR issues, as appropriate.  
  
 \* Maintains an informed status of operations by attending meetings, conferences and focus groups as appropriate.  
  
 \* Clearly defines and communicates roles and expectations to supervised personnel.  
  
 \* Responsible for monitoring employee performance and behavior, coaching, mentoring and taking corrective action as appropriate.  
  
 \* Recognize and value the contribution of supervised staff, recommending promotions, compensation, and termination.   
  
 \* Assists in developing and communicating the necessary policies, procedures, standards and processes that promote productivity and effective resource utilization.  
  
 \* Overall responsibility for leading the program, department, or functional area as designated. Oversees. directs, and mentors subordinate staff; communicates job expectations and enforces organizational policies, procedures and core values; responsible for recruiting staff, approving timecards, and conducting performance reviews and disciplinary measures.  
  
   
  
 Minimum Qualifications  
  
Bachelor's degree, or equivalent relevant work experience   
  
 CompTIA Security+ certification required  
  
 ITIL certification preferred  
  
 5+ years Personal Computer experience including customer support or Service Desk  
  
 Experience with an incident tracking system desired  
  
 Active TS/SCI  
  
 US Citizenship   
  
 Other Job Specific Skills  
  
 \* Service Desk background  
  
 \* Understanding of Service Desk metrics and how they are applied to Operate / Supervise a service desk.  
  
 \* Excellent customer service skills  
  
 \* Excellent communication and interpersonal skills  
  
 \* Strong Leadership skills  
  
 \* Ability to remain calm and courteous in periods of stress  
  
 \* Ability to work on several problems simultaneously  
  
 \* Ability to work with broad range of experience levels  
  
 \* Organized/strong administrative skills  
  
 \* Willingness to work overtime and varying hours as required  
  
 \* Basic operations and network skills  
  
 \* Ability to organize staff and supervise workload for maximum efficiency  
  
 \* Willingness to travel as required

Start Date:   
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required:   
  
  
Education Required:   
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: Dunhill Professional Search

Company: Dunhill Professional Search