

INTER
NATIONAL
MATCH

Team Leader
Technical Service Desk

BCN

19/09/2008

Esther Sancho
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RESUMEN

To work actively with DCS Managers or local CMS Service Assurance Managers and other members of the DCS/CMS teams to provide a quality service to external customers. Assisting in the delivery of technical support services to customers, the resolution of faults and the development of procedures to improve processes and products.

DESCRIPCIÓN DE LA EMPRESA

Empresa Multinacional especializada en servicios relacionados con las telecomunicaciones.

DESCRIPCIÓN DEL PUESTO

- ▶ Take ownership of Operations day to day activities of the helpdesk and monitoring team, ensuring continuous communication and ongoing training and development, including the coaching and mentoring of team members.
- ▶ To lead the Helpdesk and Monitoring team in encouraging service excellence and continuous improvement.
- ▶ Ensure that service is delivered to our customers in accordance with company's SLA's.
- ▶ Ensure a consistent, professional and efficient level of service is delivered to the customers.
- ▶ Assume responsibility for adequate and efficient cover of the Internet Help desk at all times - this will include drawing up and managing rosters.
- ▶ Work with the DCS managers, their teams and other groups both within company and externally, to ensure a cohesive approach and speedy resolutions to customer faults.
- ▶ Assume responsibility for fault reports and work with the DCS Managers and the Customer Support team to deliver all reports within defined timescales.
- ▶ Provide a point of technical assistance to the members of the Helpdesk and Monitoring team.
- ▶ To develop and improve information management, policies, procedures and practices.
- ▶ Provide a point of escalation for Internet Helpdesk team leaders and staff.
- ▶ Take ownership of the onward escalation process, ensuring the relevant processes are in place to support this problem escalation.
- ▶ Provide input to company's technical projects and hand over when required
- ▶ Work to ensure that all support systems within the Helpdesk and Monitoring team, including Remedy are fully supported and Operational.
- ▶ Participate in the research, testing and deployment of new tools and products to improve the overall performance of company's Internet Helpdesk and Monitoring.
- ▶ Work to promote, within the department, good relationship building with existing customers.
- ▶ Responsible for overflow of calls from Help Desk during business hours. Out of business hours will be responsible for entire Help Desk function.

EXPERIENCIA

- ▶ Knowledge of Internet protocols/technologies and standards
- ▶ Some experience of using Unix/Microsoft environments and systems
- ▶ An Awareness of developing trends and technologies
- ▶ Good Knowledge of LAN and WAN technologies and implementations
- ▶ Experience of dealing with NOMINET, RIPE and other Internet Registries
- ▶ Experience of resolving problems in connection with other Internet Providers

FORMACION

- ▶ Educated to undergraduate level, preferably in a relevant IT, technical or engineering related area

IDIOMAS

- ▶ Fluent in English (written and spoken)
- ▶ Ability to speak other European languages

HABILIDADES y HERRAMIENTAS

- ▶ Must be highly customer focused and understand the customer's requirements.
- ▶ Experience of formulating procedures and monitoring the quality of Service Desk service provision
- ▶ Excellent verbal/written communication and inter personal skills
- ▶ Presentation and Report Writing
- ▶ Excellent Interpersonal skills to motivate a multi cultural team
- ▶ Experience and understanding of ITIL
- ▶ Experience in working for an Internet Service Provider
- ▶ Self Control under pressure.
- ▶ Innovative and flexible
- ▶ Be able to clarify ambiguous proposals into clear technical goals
- ▶ Analytical skills and the pursuit of continuous improvement.
- ▶ Desirable
- ▶ Skill and competence in communicating in a multi-cultural and multi-lingual environment
- ▶ ITIL foundation qualified

CONTRATACION

Incorporación inmediata.

REMUNERACION

A convenir.

CONTACTO

Envía tu curriculum vitae en formato word indicando el título de la posición a:
Esther Sancho, match @ inamat.net