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## Helpdesk Support Team Lead

What Is a Helpdesk Team Lead?

The **Helpdesk Support Team Lead** is responsible for recommending and maintaining the overall service delivery strategy and best practice standardization for installation and support. Create and manage processes that will boost the level of productivity, enhance excellence in communication and monitor the level of service delivery to determine areas of lapses. Ensures the technical team is communicated to, follows process and procedures, acts as technical escalation, and assists in identifying root cause to resolution of day-to-day issues. They will assist with projects and work with other team members to implement new services and platforms. Collaborate with leadership to brainstorm on ideas and strategies to enhance customer experience in the organization.

### Objectives

- Lead technical team by recommending best practice and standards, document, train and ensure the team is following them.
- Verify the customers overall infrastructure health and performance, patching, firmware versions, backups, etc. meet the service agreement.
- Ensure the team is following the NTM process and procedures and make recommendations when change is essential.
- Acts as escalation to the team and management for technical issues.
- Participate in projects as needed

### Essential Responsibilities

- Identify root cause issues through QC process of service orders and work to resolve them leveraging the team, technologies, and vendors.
- Recommend, implement, and manage processes and standards to improve efficiencies in service delivery.
- Identify new opportunities for improving company systems and ensure the appropriate adoption of relevant and up-to-date technologies.
- Take measures of crisis management to control all effects that may arise from customer problems and complaints to avoid escalation.
- Drive adoption of company culture and core values throughout support services team.
- Hold technical training sessions.
- Participate in special projects.
- Collaborate with and assist in the development of team members.
- Keep up on changing technologies, patches, and services.

### Requirements

- Experience in similar role, or support role with a minimum 2yrs experience.



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- Have or obtain at least 2 certifications in relevant technologies, i.e., Firewall, cloud, cybersecurity, or IT Operational support (CompTIA) within the first 6 months of employment Strong technical leadership skills and the ability to hold team members accountable.
  - Excellent technical, diagnostic, and troubleshooting skills.
  - Customer service skills Good knowledge of customer relations and management.
  - Identify trends and recommend permanent resolution to eliminate root cause.