

# Service Desk Team Leader

## Position Description

<b>Reporting to:</b>	IT Infrastructure Manager	<b>Work location:</b>	Melbourne, VIC
<b>Department:</b>	Group Operations	<b>Budget holder:</b>	No
<b>Team:</b>	Technology	<b>Direct reports:</b>	3

### Role Purpose

Save the Children Australia's Technology team is responsible for supporting >1100 employees across more than 140 sites and retail locations in Australia and the Pacific, and for providing support to employees based in international locations.

The Technical Support Team Lead will play a pivotal role in overseeing, mentoring, and guiding the technical support team to ensure efficient resolution of customer issues and the highest level of customer satisfaction. This position requires a combination of strong technical troubleshooting, leadership, stakeholder management, and a commitment to delivering exceptional service.

### Key Areas of Accountability

**Delivery of universally available, reliable, and secure IT Support services:**

- **Leadership:** Mentor and support the technical support team. Foster a positive team environment as well as motivate and enable the team to achieve their best performance.
- **Technical Guidance:** Provide technical expertise and guidance to the team for troubleshooting complex issues. Serve as an escalation point for unresolved issues. Foster learning and development opportunities for the team.
- **Customer Support:** Ensure timely and accurate resolution of customer inquiries and technical issues. Maintain high customer satisfaction levels by monitoring support interactions and feedback.
- **Process Improvement:** Develop and implement processes to improve efficiency and effectiveness of the technical support team. Identify areas for improvement and recommend solutions.
- **Collaboration:** Work closely with other departments such as Product Development, Quality Assurance, and Sales to ensure seamless communication and resolution of technical issues.
- **Reporting:** Prepare and present regular reports on team performance, customer issues, and other relevant metrics to the IT Leadership Team.

#### Health, safety, security, and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training.
- Always act safely.
- Report all incidents, injuries, and potential hazards in a timely manner.
- Participate in, and contribute to, health and safety awareness and improvements.
- Be aware of, document and manage the risks associated with your programs and workplaces and ensure appropriate elimination or mitigation measures assigned to you are applied.

#### Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, always acting in the best interests of children.
- Comply with the Child Safeguarding Code of Conduct and child safeguarding and protection policies and standards (click [here](#) to view further details).
- Demonstrate the highest standards of behaviour towards children in both your private and professional life.
- Never abuse the position of trust that comes with being a part of the Save the Children family.
- Always maintain a safe and positive relationship when working with children and young people.
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes.

- Ensure staff have completed background checks and are trained in child safeguarding in line with organisational and program requirements.

## Person Specification

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### Essential knowledge or experience

- Significant operational support experience in customer facing roles.
- L2 support and administration experience with:
  - Windows 10/11 and Intune
  - Active Directory and Entra
  - SharePoint and Teams
  - Microsoft 365 Apps
  - Desktop application
- L2 Network troubleshooting.
- Experience configuring, maintaining and troubleshooting IT systems.
- Excellent problem-solving skills and a powerful desire to learn.
- Demonstrated excellence in providing exceptional customer service.
- Customer-centric, service-oriented approach and 'can-do' attitude.
- A strong focus on service delivery with a desire to innovate, improve process, support others, and collaborate.
- Strong written and verbal communication skills.
- Demonstratable people leadership skills.

### Desirable knowledge or experience

- Microsoft Certified professional and/or ITIL Foundation V3 Certified.
- Tertiary qualifications in relevant and related discipline.
- Experience in team leadership.

## Additional Information

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- Any offer of employment at Save the Children Australia will be subject to a satisfactory National Police Record Check and, where required, a Working with Children Check.
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct.
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above.
- Save the Children Australia is an Equal Opportunity Employer.

**Driver's Licence:**

Not required

**Travel:**

Nil

**Working with Children Check:**

Not required

**Assets:**

Laptop