



Collaboration Support Team Leader

Job Description

Public
Node4 Limited
20/11/2016

Job Purpose

Node4 is an exciting and invigorating workplace environment as we expand into new markets and introduce new solutions into our product range. With our own UK data centres, national MPLS network and many strong USPs, our portfolio includes Colocation, Cloud, Connectivity and Unified Communication solutions.

As a result of our continued year on year growth we need to expand our Collaboration Support Team and are therefore looking to recruit a Collaboration Support Team Leader.

The successful candidate will be required to manage a team of 1st and 2nd/3rd line network support engineers promoting a professional, high quality, customer focused service to our customers and partners, ensuring industry-leading levels of customer satisfaction.

Working as part of a Collaboration Team you will be responsible for ensuring that the support team appropriately manage the resolution of incidents, issues and problems escalated from the service desk, raised via system monitoring tools, customer-initiated tickets and calls and other means. Ensuring that tickets are managed through to resolution and closure in line with contracted SLAs, escalating as required.

This will be a dual role with both hands-on 3rd/4th line technical and team leader/manager skills required - You will be the senior engineer within the support team as well as providing day to day management of the team. You will be supported by 4th line engineers, project engineers and SDN engineers. We would estimate the role to be 75% technical hands-on and 25% team management.

Key Tasks and Responsibilities

- Ensuring tickets are not escalated to 4th line unnecessarily
- Management of the support engineer shift rotas
- Monitoring performance of support team members
- Ensuring tickets are responded to with SLAs by the support team
- Ensuring ticket responses are professional and appropriate
- Managing customer complaints & escalations
- Writing incident reports
- Major incident management
- Building knowledge bases
- Mentoring & training support engineers / pro-actively developing the team members as their technical capabilities
- Liaising with customer services on escalations
- Ensuring tickets are appropriately prioritised – this priority may be based upon customer importance rather than fault priority
- Review Collaboration Team Overdue Ticket Report and actioning appropriately
- Chairing weekly team meetings
- Ensuring employee retention, recruitment and discipline
- Development of support productisation

- Providing a monthly report on support team performance.

Person Specification

Technical Capabilities:

- 3rd / 4th Line support of LANs, WANs and Wireless networks
- Competency in the support and configuration of IP telephony systems (any of the following would be extremely desirable: NEC SV8100, NEC 3C, Cisco UCM, Zeacom, Polycom).
- Knowledge of SIP & VOIP technology
- Experience with deploying Microsoft server technology
- Ability to debug VoIP solutions using packet captures
- General IP networking skills

Key Personal Skills:

To carry out the role effectively it is important to demonstrate, have and maintain the following attributes:

- Excellent communication skills, both written and verbal
- Confidence to work and communicate across a variety of audiences in a professional manner
- Excellent time management skills and an ability to prioritize and multi-task
- People management capabilities
- Being able to work as part of a team
- Relevant technical competence
- Analytical and customer focused

Performance

Successful Performance will be measured against a set of Key Performance Indicators. These KPI's will be agreed with the employee but are expected to cover:

- High score in the End Customer Experience element of the Node4 customer satisfaction survey
- The effective management and timely resolution/closure of tickets
- The effectiveness of any escalation and jeopardy management activities that are required
- Number of tickets not requiring escalation to 4th line Network Support Engineers