

Roles and Responsibilities for Customer Services Functional Lead

RESPONSIBILITIES:

Responsible for overseeing activities related to IT inventory management, workstation/device support, helpdesk system, training, and IT procurement areas.

ROLES:

A. GENERAL:

- Coordinate with the Administrative Services functional lead to help develop, implement, and oversee policies and procedures to ensure consistent service levels and quick resolutions.
- Meet with the IT Manager, provide updates, and seek direction on a regular basis.
- Work effectively with the clients, users, and senior managers.
- Builds strong self-directed teams and effectively draw on strengths of all team members to meet the performance goals and metrics.
- Promote and maintain a team environment.
- Participate in projects related to responsibilities; may serve as a technical project lead on occasions.
- Recognize problems, develop recommendations and solutions, and oversee correction within assigned specialty.
- Selection, development, retention, interviews, appraisals, and identifying training needs for staff.
- Staying current on technology trends (ruggedized tablets, smart phones, etc.) and communicating these trends with the appropriate staff.
- Staffing capacity planning, service process design, performance analysis, and developing proactive resolution plans.
- Coordinate with the Administrative Services budget team to help develop the IT budget.

B. HELP DESK:

- Supervising the key day-to-day activities of the help desk.
- Manage the Desktop/Laptop standardization both in vendor make & model as well as base application install.
- Plan, design, and analyze the organization's service desk according to best practices, while ensuring high levels of customer service quality and instilling a good customer service attitude with all staff by focusing on rapid response, first call resolutions and professional behavior in stressful situations.

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- Significant intra-departmental coordination and communication to normalize primary support responsibilities from application developers and project implementation teams to the centralized Service Desk in order to achieve the goal of resolving most issues on first contact.
- Creates and overseeing the management of escalation of helpdesk tickets procedures.
- Ensuring proper support of hoteling/conference/training/work room equipment – all Audio/Visual equipment including smartboards, projectors, laptops, conference room workstations, training room workstations.
- Ensuring proper support of video conferencing equipment.

C. TRAINING:

- Coordinate with the business leads and customers to identify the IT training needs for the staff and align resources to meet the training needs of the organization.

D. WORKSTATION/DEVICE SUPPORT:

- Monitor and analyze trends in company IT spending and inventory control in order to make recommendations for the future, and to identify areas for possible savings.
- Comply with policies and procedures, including those for equipment, hardware, software, and service provision.
- Involve in the deployment of technology for end users.