

Candidate Information

Position:	IT Service Desk Team Leader (IT Support Team Leader)
School/Department:	Digital and Information Services
Reference:	26/113627
Closing Date:	Monday 21 September 2026
Salary:	£36,366 - £41,727 per annum
Anticipated Interview Date:	Thursday 1 October 2026
Duration:	Permanent

JOB PURPOSE:

As the IT Service Desk Team Leader, you will be responsible for overseeing the daily operations of the IT Service Desk team, ensuring the delivery of high-quality technical support services to customers. You will lead a team of Computer Assistants, providing guidance, mentoring, and technical expertise to ensure efficient resolution of IT-related issues and exceptional customer service.

MAJOR DUTIES:

1. Assist the IT Service Desk Manager in the efficient management of daily operations, exercising delegated authority for day-to-day service delivery. Supervise and co-ordinate the work of IT Service Desk staff, managing scheduling, staffing, workload distribution, and ticket queue oversight to optimise team efficiency and ensure equitable allocation of work.
2. Provide clear leadership and direction to the IT Service Desk team, including performance management, objective-setting, and professional development.
3. Foster a positive, inclusive, and collaborative team culture that promotes teamwork, open communication, knowledge sharing, staff wellbeing and a commitment to continuous improvement.
4. Conduct regular team meetings, one-to-one sessions, and formal performance reviews to provide feedback and develop team members growth and development. Support staff development through coaching, mentoring, and identification of training needs.
5. Take responsibility for the supervision, support and development of the Computer Assistant team and be there day-to-day point of contact.
6. Serve as the primary technical escalation point for complex IT issues, providing expert guidance to colleagues to assist with first-line support.
7. Ensure timely, proactive, and effective resolution of all ITSM tickets, in adherence to established SLAs, OLAs, and quality standards.
8. Champion a customer-centric approach to service delivery, emphasising empathy, inclusivity, accessibility, responsiveness and professionalism, in all interactions with all customers, by delivering a high-quality service to all.
9. Act as a key liaison between the IT Service Desk and other teams within Digital and Information Services and the wider university, ensuring alignment of support activities with institutional goals, digital transformation initiatives, and Queen's University Belfast's strategic priorities.
10. Drive continuous service improvement by evaluating processes and procedures, leading the identification and implementation of automation, AI-assisted triage, and self-service opportunities to improve the customer experience and reduce avoidable contact.
11. Lead and participate in projects and initiatives aimed at enhancing IT service delivery, driving efficiency, and improving service quality.
12. Monitor and report on key performance indicators (KPIs), service metrics, and trend data. Produce regular management information reports for the IT Service Desk Manager and senior stakeholders, using data to identify areas for improvement, inform decision-making and implement corrective actions as needed.
13. Play a strategic role within the service desk in preparing the evidence needed for Service Desk Institute certification audits supporting internal and external audits and embedding audit recommendations into operational practice.
14. Maintain and develop technical knowledge and professional skills in line with evolving team and DIS objectives, keeping abreast of developments in IT service management, emerging technologies, and higher education IT trends.

15. Ensure the efficient and effective operation of all operational and administrative activities by overseeing the development and maintenance of the IT knowledge base, ensuring articles are accurate, accessible, and regularly reviewed. Promote a knowledge-centred service (KCS) culture within the team and ensure operational procedures and service documentation are kept up to date.
16. Fully embrace and implement the ITIL v4 framework.
17. Support information security and cyber resilience objectives by ensuring the team follows established security policies, handles sensitive data appropriately, and promotes customer awareness of phishing, multi-factor authentication (MFA), and account security best practice.
18. Carry out any other duties which are appropriate to the post as may be reasonably requested by management.

ESSENTIAL CRITERIA:

1. Academic or vocational qualifications (e.g. HND/HNC, NVQ 4, Foundation Degree or equivalent in Information Technology, Computer Science or related field): OR Substantial relevant experience.
2. Must successfully obtain ITIL v5 Foundation within 6 months of appointment.
3. Significant recent relevant experience working within a large, complex organisation in an IT Service Desk or IT support environment, including:
 - Comprehensive technical knowledge of IT systems, hardware, software, and networking principles.
 - Proven experience leading and managing a team within a customer-facing IT support environment, with responsibility for performance management, workload management, objective-setting, and service quality delivery.
4. Experience leading, supervising or managing staff within an IT support environment.
5. Excellent communication and interpersonal skills, with the ability to engage effectively with a wide range of stakeholders, manage and motivate staff, and work confidently on own initiative and as part of a team.
6. Strong analytical and problem-solving skills, with the ability to plan, organise, and prioritise work activities effectively in a fast-paced environment.
7. Effective project management skills, with experience contributing to or leading service improvement, change, or technology implementation initiatives.

DESIRABLE CRITERIA:

1. ITIL v4 Foundation certification including a demonstrable working knowledge of IT service management best practices, ideally with experience applying ITIL principles in an operational environment.
2. Service Desk Institute (SDI) certification experience or familiarity with SDI accreditation processes and standards.
3. Knowledge of endpoint management technologies, including Apple hardware and software, JAMF, Microsoft Autopilot/Intune, or Unix/Linux environments.
4. Experience working with Enterprise Service Management (ESM) platforms and an awareness of digital accessibility standards and their application in an IT support context.
5. Experience producing service performance reports for senior stakeholders and leading service improvement or automation initiatives, including familiarity with AI-assisted ITSM tools or self-service portal development.