

Service Delivery Team Lead/Associate

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Company: Unisys

Location: South Australia

Category: other-general

Service Delivery Team Lead/Associate page is loaded Service Delivery Team Lead/Associate Apply locations Edinburg, SA, Australia time type Full time posted on Posted Yesterday job requisition id REQ554890 What success looks like in this role: Ensure the Service desk team do the day-to-day administrative tasks using technical systems including but not limited to Microsoft Active Directory, Win 10, Microsoft 365 etc Ensure the Service desk team administer other Client operating systems at a commensurate level to that indicated here (Linux/Unix system and broad base windows and cloud-based administration tasks as examples) Ensure team manage Service Management items (i.e. tickets, incidents) in accordance with Organization policies and within designated deadlines. Influence staff, steer others towards successful task accomplishment, manage priorities and meet deadlines. Be agile in approach for resolution and have the ability to manage change successfully. Ability to triage and troubleshoot issues in a cross domain environment. Ensure a high rate of successful delivery at 1st resolution which will include TL support to the service desk team workloads including actioning services calls and answering phones at peak times or absences. Liaise, negotiate, and communicate accurately and effectively with influence, both orally and in writing with clients, management, directorates and other groups within the organization. Requirement to be able to build relationships with service owners by both individual and team engagement. Be customer focused in the delivery of Information Technology (IT) Service Desk services, including the ability to recognize client requirements, handle customer complaints and contribute to ongoing service improvement initiatives as these are developed and implemented. Apply Information Technology Infrastructure Library (ITIL)

principles and practices, particularly with regard to Incident Management and other ITIL based practices. Acting as the escalation point for the Critical Incident Management Process including status updates and notification. Attendance and input where appropriate at the Change Advisory Board. Manage the service call queue management in accordance with Organization Service Call and Incident Management Work Instructions. Be able to identify the more complicated ICT requests and apply capacity management to ensure successful resolution. Assisting the Service Delivery team with service catalogue updates/additions plus reporting management on observed trends and potential improvements. Manage internal knowledge base articles by liaison with other directorates and identifying gaps in information.

#L1-AS1 You will be successful in this role if you have: Bachelor's degree, minimum of three years of service delivery support experience. This role requires a mandatory NV1 or NV2 security clearance. Prior experience working in hardware break and fix, installation, desk side software support and service desk support. Has some experience supporting teams of customer engineers in either specific installation or equipment refresh projects or ongoing break and fix support. Knowledge of desktop operating systems, networking fundamentals and requisite call management systems. Must be able to work to specific service level agreement (SLA) requirement. Familiarity with Microsoft office suite, project management tools, networking protocols and standards. Unisys is proud to be an equal opportunity employer that considers all qualified applicants without regard to age, caste, citizenship, color, disability, family medical history, family status, ethnicity, gender, gender expression, gender identity, genetic information, marital status, national origin, parental status, pregnancy, race, religion, sex, sexual orientation, transgender status, veteran status or any other category protected by law. This commitment includes our efforts to provide for all those who seek to express interest in employment the opportunity to participate without barriers. If you are a US job seeker unable to review the job opportunities herein, or cannot otherwise complete your expression of interest, without additional assistance and would like to discuss a request for reasonable accommodation, please contact our Global Recruiting organization at ***** or alternatively Toll Free: 888-560-1782 (Prompt 4). US job seekers can find more information about Unisys' EEO commitment here . About Us Unisys is a global technology solutions company that powers breakthroughs for the world's leading organizations. We change how people experience technology and help organizations act upon new opportunities through digital workplace; cloud, applications & infrastructure; enterprise computing; and business process solutions. Notice For U.S. Applicants: Unisys is an Equal

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