



We're looking for an experienced and motivational **IT Service Desk Team Leader** to work within our Primary Care division of Cegedim Healthcare Solutions, leading a Service Desk team of up to 10 Analysts, whilst driving key results in service and across our business.

This is a hands off technical role where the focus is centred round people management and the ability to motivate and inspire!

About the role

This will be a hybrid Dundee office/home based position where you will empower your Service Desk team to provide a first class service and an exceptional customer experience. You will focus around improving efficiency and quality by inspiring and adopting innovative ways to drive key results, not only in service, but within our business as a whole.

What you'll be doing....

- Responsible for the day to day management of a team of up to 10 Analysts.
- Working closely with the Service Desk manager to ensure call handling KPI's and incident SLA's are achieved.
- Ensuring the team is consistently producing a first class service and delivering an excellent customer experience.
- Escalating issues to the Service Desk Manager where necessary and working collaboratively with the other Team Leaders.
- Creating a daily plan for the team whilst managing the balance between Analysts handling calls first time and analysts working on existing open incidents.
- Carrying out appraisals, 1-2-1s and setting objectives.
- Ensuring SLA's have been met and investigating where not.

The person we're looking for.....

You'll be a passionate and motivational Service Desk Team Leader/Manager with a proactive and agile mind-set who can inspire and encourage a team to deliver an exceptional customer experience. A creative and innovative leader who is calm under pressure but assertive when needed. A can do attitude with a sense of fun!

- Knowledge of software and systems, or proven experience of working in a similar environment
- Exceptional communication and influencing skills
- Experience of working within Service Level Agreements.

What we're offering.....

This is a great opportunity to join our team and be integral to the next chapter of our continuous improvement journey.

We have a friendly, supportive and focused working environment and we take great pride in what we do and the positive impacts our products and solutions have on a huge range of healthcare services across the country.

Along with a competitive salary and bonus scheme, there's an excellent range of benefits - including a matched pension scheme, health cash plan and a well-being allowance, plus training, development and career progression opportunities.

Other useful info...

This is a permanent, full time role working on a hybrid Dundee office/home basis.
Salary package: circa £35k basic plus bonus potential plus a great range of other benefits.

If this role sparks your interest and you'd like to join our team, please [apply directly](#) on our recruitment portal, or email any queries to our recruitment team [here](#).
Thank you, we look forward to hearing from you.