

**Technical Support Supervisor****Price £0****AD**Ad URL: <https://loot.com/18351296>

Ad reference number #18351296

**DEALER**

WAKEFIELD COUNCIL

[info@adview.online](mailto:info@adview.online)**DESCRIPTION**

Ad Type:	Offered
Posted on:	14/12/2020, 02:59

**DESCRIPTION**

It's an exciting time to join Wakefield Council's Technology and Digital Transformation Service. We're transforming the way technology is delivered and looking for exceptional people to join us in driving forward our commitment to provide quality services to our colleagues, residents and partner organisations. Whatever role you hold in the service, you'll be involved in our ambitious programme of change and will contribute to the department's long-term future and share in its success. You will uphold the council's values of Care, Integrity, Ambition and Respect and can expect to be treated accordingly, as together we strive to meet our objectives to deliver the Council's Technology Programme. As well as being part of a dynamic, forward-thinking team you will also benefit from an excellent starting salary, flexible working, and membership of the Local Government Pension Scheme. We are looking for a Technology Service Desk Manager to lead and shape first and second line support for technology services across the organisation. The right balance between customer focus and technical know-how are key for this role so we are looking for someone with the right mix of skills to review our current service offering, including the system we use, and come up with creative new ways to support users of technology across the organisation. The ideal candidate will have; Experience



Technical Support Supervisor

Price £0

managing a busy service deskHave knowledge and experience of service desk solutions and Microsoft technologiesExemplary customer service skillsThe successful candidate will be responsible for;Managing a team of first and second line support staff for all council employee's technology needsReducing avoidable contact into the Technology HelpdeskIncreasing first call resolutionDriving channel shift online by developing mechanisms to help people to help them selvesMeasuring, monitoring and leading changes to improve the customer experienceDeveloping a high performing teamFor further information please contact Toni Mellor on .

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**BASIC INFO**

Job Type: | Permanent