

Helpdesk Team Lead – Enterprise Support Services Division

Location: Naas, Co Kildare

Company Profile:

OpenSky a European challenger brand to the large global software consultancies, delivering innovation across Government, Transport, Environment and Health sectors in the Ireland and the UK.

Due to business growth, OpenSky has a new role for a Helpdesk Team Lead in the Enterprise Support Services division based in Naas, Co Kildare. You will form part of a high-performance team, working together to deliver projects of national and international importance changing the way large Business and Governments work.

Why Join our Team:

OpenSky is a dynamic, exciting place to work. We hire exceptional people, and every one of them is empowered to think independently, take initiative and be innovative in their job. We are committed to ensuring that our performance and reward strategies are designed to effectively support our employees at every opportunity and offers an excellent work-life balance.

At OpenSky our employees enjoy the creative, agile and meaningful work they do, the resources and technology they have access to and the benefits we offer. The projects we work on make a real difference, and that's what makes us distinct in our industry. This very factor means that our employees get to work with the latest and emerging technologies.

We've built a truly unique culture here at OpenSky, where our employees are always learning, challenged with interesting projects and rewarded with fantastic benefits. We attract talented individuals from a wide range of cultural, geographic and educational backgrounds whom bring with them a rich variety of skills and experiences.

Our plan is simple; we hire the best people whom possess the skills, talent, expertise, experience and motivation that we require and when we find them, we help them grow, develop and achieve their goals.

The values we share help us to thrive and succeed, both as individuals and as a team. If you share those values, you'll fit right in!

The Job:

OpenSky Data Systems are seeking an experienced Helpdesk Team Lead who will be accountable for leading the Level 1 helpdesk service delivery for a permanent role based in Naas, Co Kildare.

Reporting into the Head of Support, the ideal candidate will ensure the smooth every day running of the helpdesk, ensuring that SLA's are met and that quality targets are reached and maintained.

Principal Accountabilities:

- Provide leadership and mentoring of L1 support team, including training and development of new and existing support staff
- Oversee day to day operations, including managing ticket queues, internal and external escalations, and high severity incidents.
- Drive ongoing development, implementation, and refinement of helpdesk procedures
- Contribute to development and generation of key service metrics across the Opensky Support Department
- Coordinate with clients, internal Leads and Developers to investigate, troubleshoot, and resolve client-reported problems
- Oversee helpdesk staff in performing service-related tasks such as helpdesk reporting, QA testing, daily checks, security and operational review, execution of scripts and minor change requests, increase resolution at first contact
- Follow departmental procedures to ensure timely, high quality delivery of service to Opensky Customers
- Troubleshoot areas of poor performance and identify effective solutions to resolve issues both in the immediate and longer term.
- Drive Continuous Improvement to quantitatively and qualitatively improve costs, quality, and service
- Work with Support and Developer Leads in the company to ensure the same standards and procedures are being followed across the organisation.
- Provide regular helpdesk performance and other metrics reports to management
- Occasional off-hours support
- Occasion travel to customer premises

Experience Required:

- Prior Customer Service role experience is essential
- Technical Support experience is essential
- Bachelor Degree in Computing, Engineering or equivalent
- Experience working with a ticketing system e.g. Jira
- Experience working within SLA's

Skills Required:

- Strong Customer focus
- Strong Process focus

- Organised with advanced documentation skills
- Strong communicator at all levels
- Systems and IT literate
- Systemic problem solver, implementing solutions to solve root cause problems
- Excellent time management, organisation and prioritisation skills
- Able to handle multiple, complex priorities and balance the needs of each according to business impact
- Sets expectations, tracks and communicates results, and creates environment for accountability for results and actions
- Excellent communication skills in both written and verbal English
- Supportive leadership and team management
- Motivation
- Excellent business process awareness
- Ability to Travel

What we Offer:

You will form part of a high-performance team, working together to deliver projects of national and international importance changing the way large Business and Governments work.

- Competitive Salary – market adjusted
- Continuous Professional Development
- Education Assistance Programme
- Company Pension
- Incremental Increases in Annual Leave
- Employee Assistance Programme (EAP)
- Annual Health Screening
- Employee Referral Scheme
- Ethical Employer
- Friendly, fast paced atmosphere
- International working environment in a growing company
- Work with innovative technologies & solutions
- Microsoft Dynamics & Personal development programmes

Please note we do not require the assistance of third parties

OpenSky Data Systems is an equal opportunities employer