

POSITION DESCRIPTION

Service Desk Team Lead

ReadyTech (ASX:RDY) exists to help communities thrive, and ReadyTechers flourish on making that change happen.

They enjoy taking on challenges that matter to our customers, communities, and the world – and working to solve them with incredible technology that helps navigate complexity, while also delivering meaningful outcomes at enterprise scale.

ReadyTechers are enterprising, and hungry to make a difference. But, more than ever, ReadyTechers are *ready for anything*.



POSITION DESCRIPTION

Title	Senior Desktop Support Engineer	Location	Remote
Report to	Head of Platform	Direct report(s)	

The purpose of this role

The purpose of this role is to lead and manage the internal service desk team to ensure the smooth operation of IT systems, networks, and devices across the organization. The Service Desk Team Lead will be responsible for providing effective technical support, maintaining service excellence, and driving continuous improvements to support scalable growth and enhance employee productivity.

The key accountabilities of the role

- Ensure all employees have timely access to IT resources and systems to perform their roles effectively.
- Oversee the service desk operations to ensure tickets are triaged, prioritised, and resolved within SLA timeframes.
- Act as the escalation point for complex or critical technical issues, providing advanced support when necessary.
- Drive process improvements and maintain documentation to enhance service desk efficiency and effectiveness.
- Monitor team performance, ensuring alignment with key performance indicators (KPIs) and organizational goals.
- Foster a culture of customer-centric service delivery, collaboration, and continuous improvement.
- To manage hardware and software licensing costs and allocation
- Pro-actively identifying and resolving operational issues across the network
- Engage with staff, customers and third parties as required to resolve escalated issues



The key responsibilities of the role

List the things that the individual will be responsible for doing - this is the person who actually completes the task. They action or implement, and can do so alone, or as part of a team.

- Lead and mentor a team of Junior and Senior Desktop Support Engineers, promoting skills development and knowledge sharing.
- Manage the service desk ticketing system, ensuring adherence to SLAs and prompt issue resolution.
- Oversee user identity management, including onboarding and offboarding processes, and ensure security compliance.
- Maintain and support IT infrastructure, including Windows and MacOS devices, office networks, Wi-Fi, firewalls, AV equipment and other peripherals.
- Collaborate with third-party vendors to manage software licensing and resolve escalated issues.
- Develop and maintain IT documentation, including SOPs and knowledge base articles.
- Analyze ticket trends, identify recurring issues, and implement preventative measures for scalable IT growth.
- Ensure security configurations across systems meet organisational and regulatory standards.

The ideal candidate will have these:

1. Skills

- Strong leadership and mentoring skills, with the ability to manage and motivate a technical team.
- Excellent problem-solving and analytical skills to address complex technical issues.
- Strong customer service orientation, with effective communication skills for both technical and non-technical audiences.
- Proficiency in configuring and maintaining Microsoft 365, Intune, and Azure AD (Entra ID), Windows and MacOS devices at scale, firewalls and network infrastructure and Scripting languages (e.g., PowerShell)

2. Knowledge

- Extensive understanding of enterprise IT systems, networks, and endpoint management.
- Deep knowledge of ITIL principles and best practices for incident and service management.



	<ul style="list-style-type: none">- Strong grasp of security requirements and zero-trust architectures in a modern enterprise.- Familiarity with VOIP and telephony concepts.
3. Experience	<ul style="list-style-type: none">- 5+ years of experience in IT support, with at least 2 years in a leadership or team management role.- Proven track record in managing service desk operations and delivering high-quality technical support.- Hands-on experience with enterprise IT systems, including:<ul style="list-style-type: none">- Azure AD (Entra ID), Microsoft Endpoint Manager, and Intune- Firewalls and related technologies- IT process automation and optimization- Experience analyzing ticket trends, managing escalations, and implementing scalable IT solutions.