

# **FIELD SERVICES TEAM LEAD**

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**SALARY: £30,000-35,000 PER ANNUM**  
**LOCATION: WARWICKSHIRE BASED, WITH**  
**OCCASIONAL TRAVEL TO RISUAL HEAD**  
**OFFICE, STAFFORD**  
**HOURS: 37.5 PER WEEK**

# FIELD SERVICES TEAM LEAD

## The Role Description

The Field Services Team Lead role would sit in the risual Managed Services team. The role of risual Managed Services is to:

- Provide the customer facing interface for support queries into risual
  - Co-ordinate support queries and requests
  - Working in conjunction with 1st , 2nd and 3rd line teams to provide a cohesive experience for clients
  - Maintain knowledgebase for all encountered issues
  - Expected to escalate within a timely manner to the 3rd line support team if required
  - Update customers on all stages of support calls, from logging, research, action plan, escalation to resolution
  - Publish customer facing technical information such as best practice guides, FAQ's, etc. (excludes consulting engagement documentation)
  - Provide reports and statistical analysis on issues reported and resolved for use by risual account management teams and technical teams
  - Provide onsite support to client sites where required
  - Provide a feedback loop to delivery and consulting teams
  - Major Incident – be able to analyse root cause and make recommendations cross platform
  - Conform to change management process for internal and customers
  - On call responsibilities within a pressurised support environment
- Specific role requirements and experience:**
- Rota management of field service engineers and out of hours engineers, ensuring field engineers are sent to the correct locations
  - Scheduling of work and tasks for field engineers on a daily, weekly and monthly basis
  - Management of annual leave and flexi time requests of field service engineers
  - Performance and development of field service engineers
  - Provide point of escalation for field service engineers
  - Performance management of field service engineers to agreed targets
  - Being part of the out of hours rota (Including call outs to client site)
  - Contribute to continuous improvement for customers in regards to field service activities
  - Contribute to the maintenance and improvement of NPS scores for rMS
  - Liaising and working with the Service Desk and Incident teams for ongoing issues and requests
  - Communicating internally and externally in regards to support issues, escalations, and action plans to resolve customer issues
  - Contributing to service and process improvements for both rMS and customers
  - Supporting risual management by providing relevant and timely updates to customer issues
  - Clear and precise communication with customers and risual employees
  - Assist in the technology documentation and generation of risual Intellectual Property
  - Build and maintain customer support information and documentation of supported customer environments
  - Track record of customer service skills
  - Sufficient understanding of Windows 10, 8 and 7 Operating Systems
  - Working knowledge of ITIL frameworks, particularly service management skills

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## Essential Criteria

To be successful in the role, you must be able to demonstrate the following skills and experience:

- Must hold or be able to successfully achieve and maintain NPPV3 with SC
- A minimum of 1 years managing a team of IT engineers
- A minimum of 1 years managing rotas and schedules for a team
- Able to evidence excellent customer service skills
- Knowledge of the ITIL ServiceDesk environment
- Excellent and demonstrable documentation ability, for both technical documents and customer communication
- Ability to ensure teams work to contracted SLA's with clients.
- Windows Server administration for a multitude of systems
- Track record of customer service skills
- Sufficient understanding of Windows 10, 8 and 7 Operating Systems
- Experience with Windows Server 2008 R2 to 2019
- Understanding of cloud technology and on-premises environments
- Experience with virtualisation software (VMWare/Hyper-V/Nutanix)
- Experience with MDM solutions (Intune)

## Want to apply?

If you like what you see and want to apply, please email [careers@risual.com](mailto:careers@risual.com) with a covering letter and your CV. One of our talent specialists will be in touch to discuss further.