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1. **Main Details:**

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| --- | --- |
| **Job Title:**EUC Team Leader | **Job Title of Line Manager:**EUC Manager |
| **Department:**Managed Services | **Section Name:**MBDA |
| **Number of Staff Supervised:**3 | **Job Title of Team Members:**EUC Engineers |

1. **Overall Job Purpose:**

The purpose of the role is to lead and manage the EUC Engineers at the MBDA sites, while also working as an EUC Engineer. The role-holder will act as an SCC Management representative onsite and deal with local customer escalations and be responsible for the overall performance of the dedicated team onsite

The EUC Team Leader (EUC TL) is accountable for ensuring that all processes and procedures around Incident, Request, Stores and Asset Management are followed by the onsite team and any temporary or Project resources. The EUC TL will also assist with the co-ordination and delivery of site and user asset audits

The role includes, but is not limited to, first and second line fault resolution for software, hardware & VC equipment; managing IT hardware & software requests and overall responsibility for the successful delivery of the IT Hub at the MBDA Bolton site.

The role-holder will assist the SCC Management team in the delivery of IT Services (primarily Incidents and Requests) to the end client through supply of contracted services and value add, and to deliver an effective and efficient customer focused service to all staff for SCC clients, meeting service level agreements and customer expectations.

The team leading aspect will include monitoring of Incident and Request allocation and progress; escalation management; mentoring; coaching; supporting; time and absence management; regular one-to-one performance reviews; appraisals; ensuring that asset management processes are followed and contributions to process improvements are brought forward

1. **Main Duties of Job:**
* Day to day team leading (including performance, holiday and sickness)
* Cover for the EUC Managers for escalations as required.
* Installation, moves and additional services in relation to IT equipment on customer sites
* Second Line support for software and hardware fault resolution
* Re-loading/configuring of software applications and images
* Activities to ensure SLA attainment across the team
* Contribute to activities of all onsite SCC teams as required
* Proactive search for improvements & ensuring these are captured & progressed
* Adhere, always, to relevant customer and company policies and procedures
* Being prepared to work out of hours when required to do so.
1. **Skills, Knowledge & Experience:**
* Strong knowledge of Microsoft desktop operating systems (W10/W11)
* A customer-orientated approach with excellent communication and organisational skills.
* Ability to effectively influence and negotiate with personnel at various organisational levels.
* Strong analytical, creative problem solving and planning skills to achieve results.
* Ability to manage & create documents which are professional & articulate.
* Ability to prioritise, plan and meet deadlines.
* Previous line management experience or willingness and aptitude to learn
* Ability to handle difficult and demanding customer environments
1. **Success Criteria**
* SLA’s are regularly met and/or exceeded
* Able to evidence control of workload and team members
* Team members working and collaborating across sites
* Positive customer and end-user feedback
* Local IT Hub is fully resourced at all times