

Team Lead Client Service (m/f/d) - REF77133W

담당 업무

The Team Lead Client Services (Windows, Mac and iOS) (m/f/diverse) is responsible for leading a global team that provides comprehensive support and services for Windows and Mac environments in Tires IT Infrastructure. This role ensures the delivery of high-quality client services, drives continuous improvement, and aligns IT services with business needs.

Your tasks:

- Lead and manage an international team of client service professionals supporting Windows, Mac and iOS environments
- Develop and implement strategies to improve client service delivery and user satisfaction
- Ensure the effective deployment, configuration, and management of Windows, Mac and iOS operating systems
- Oversee the resolution of complex technical issues and escalations
- Collaborate with other IT teams to ensure seamless integration and support of client services
- Monitor and report on key performance indicators (KPIs) and service level agreements (SLAs) with external providers
- Drive continuous improvement initiatives to enhance service quality and efficiency
- Stay informed about the latest trends and technologies in Windows, Mac and iOS client services

지원자 프로필

- Academic degree in Computer Science, Information Technology or a related field
- Experience managing client services teams, focusing on Windows and Mac environments
- Knowledge about Microsoft Intune and Microsoft Deployment Toolkit
- Proficiency in Windows and Mac operating systems and related technologies
- Experience with IT service management frameworks (e.g., ITIL)
- Fluent English language skills, both written and spoken
- Leadership and team management skills
- Strong problem-solving and analytical abilities
- Effective communication and interpersonal skills
- Strong organizational and time management skills

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채우 조건

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이름
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기업 소개

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