

Device Team Lead

This is an exceptional opportunity to join our vibrant, rapidly evolving business as a Device Team Leader, to lead the Device team to deliver an effective end-user device support function.

Redde Northgate was formed in early 2020 following a successful merger, bringing together a broad mix of market-leading operating companies to become the UK's foremost integrated mobility solutions provider. IT is at the heart of our business and we continuously review how we deliver our services, the innovation opportunity we provide and our overall approach to the demands of our growing, corporate business.

Joining us in the early stages of our exciting journey to transform ourselves into a user centric digital services provider, your priority as Device Team Leader will be to ensure that that all day to day activities (incident response, service request fulfilment, change control, availability & performance management of the device management platform) are carried out within a controlled and compliant framework.

About you

- You have extensive knowledge and experience of Microsoft Windows desktop environments gained in the workplace.
- You have the ability to troubleshoot complex hardware and operating system configuration problems and interoperability issues and demonstrable experience of troubleshooting a variety of software applications.
- You have experience of developing plans for IT service operations, with particular emphasis on the processes required to meet service levels, taking account of current and emerging organisational requirements and initiatives as well as emerging developments in the ITSM platform.
- You have the ability to plan, prioritise and manage resources within a collaborative team-based environment, both for IT service delivery and service development.
- You can demonstrate experience or potential of providing leadership to highly expert technical teams, including recruitment, staff development and performance management.
- You have experience of high-tempo and critical technology operations, including in times of challenge.
- You have knowledge of financial processes, including budget planning, expenditure forecasting and reporting.
- You hold a good awareness of Information Security and have proven experience of working within a delivery frameworks that deliver service effectively whilst maintain data safety standards.

As Device Team Leader, we offer you:

- A rewarding salary of between £28,000 - £35,000, reflecting your experience and specialist knowledge.
- Additional employee benefits (including employee assistance, life assurance, pension, staff & retailer discounts etc.)
- A business as usual flexible approach to working (a hybrid of home and office based)
- An exciting opportunity to build a team and new ways of working, that you can really make your own.
- A supportive, like-minded peer group of senior stakeholders and IT specialists all aiming for the same goal.

Be part of our future

If you would love to join our team as Device Team Leader, we encourage you to find out more! Apply today by emailing your CV to apply@northgate-careers.com.