

Job Description

Job Title: Digital Workplace Team Leader

Grade: Tier 3

Business Area: GIBFIBRE

Main Purpose of the Job:

Seeking a Digital Workplace Team Leader to lead a two-member team, responsible for managing and innovating our ISP's workplace infrastructure. This includes Azure Entra ID, Intune, Autopilot, overall corporate IT infrastructure, and first-level desktop support.

Key Responsibilities:

1. Technology Management:

- Lead Azure Entra ID implementation, Intune deployment, and Autopilot utilization.
- Oversee corporate IT infrastructure, including regular audits and updates.
- Manage large-scale device deployment projects and ensure device compliance.

2. Desktop Support:

- Provide first-level support for workstations, printers, and basic network access.
- Troubleshoot and resolve issues with desktops, laptops, and peripherals.
- Manage printer configurations and assist with other office devices.

3. Leadership and Team Development:

- Foster a collaborative environment and mentor team members.
- Set and evaluate performance metrics, identifying and addressing training needs.
- Lead cross-functional projects, emphasizing innovation and continuous learning.

The above is a snapshot of KPI's for the role albeit is not an exhaustive list of responsibilities. In addition, from time to time you may be required to assist with other key deliverables as required by the business.





Qualifications/Technical Expertise

This role is tailored for a leader who combines technical expertise with strategic thinking, aiming to elevate the digital workplace infrastructure to new heights of efficiency and security.

- Extensive experience in Azure, Microsoft technologies, and IT infrastructure.
- Proven leadership in technical teams and strong problem-solving abilities.
- Advanced degree in Computer Science, IT, or related field, with continuous professional development.
- Excellent communication, organizational, and vendor management skills.

Salary Range: Competitive

Hours of work: 37.5

Location: TBC

Cost Centre: TBC

