Ashurst

Team Lead - EUC

Ashurst's IT Department, Brisbane / Sydney

Recruitment

About Ashurst	Ashurst is a leading progressive global law firm with a rich history spanning more than 200 years. We are proud of our history and are future-focused, having expanded into new technologies through our NewLaw division, Ashurst Advance, and our consulting arm. Our in-depth understanding of our clients and commitment to providing excellent standards of service have seen us become a trusted adviser to local and global corporates, financial institutions and governments in all areas of commercial law. To find out more please visit www.ashurst.com.
Department/Role overview	The Team Lead role will manage a team of around 6 under the supervision of the EUC Manager. The successful candidate should have a broad understanding of all technologies under the teams remit and have experience in being the SME (subject matter expert) or a key stakeholder in at least 50% of them. As a Team Lead it is expected that you may act as the SME for one or two roles but your primary experience will be to manage the SME's and resources under your control and act as a point of escalation for technical issues for the wider team. It is expected that your role will predominantly be to manage resources delivering technology rather than delivering it yourself so the ability to delegate and manage multiple workstreams and resources is key.
	The team lead will be expected to spend approximately 50% of their time engaged in non-technical activities. These will predominantly focus around the management and development of the team and overseeing the deployment of new processes or systems. You will be expected to work with other team leaders reporting to your manager to help define the teams strategy and success criteria and to be a key enabler for the delivery of it. The team's success will be measured through operational metrics and you will be responsible for ensuring your teams metrics are met as well as being responsible for reporting on them to management. You will be key to driving improvements in the team and this could be in the form of business cases to push through new initiatives or helping team members to bring new ideas forward.
Main responsibilities	• Managing roadmaps for technologies under your remit including the upgrade path and dependencies

	- Acting as a point of contact for escalations within the team and a trusted advisor to subordinates
	- Working with management to help define strategies and roadmaps
	- Helping to define KPI's and SLA's along with reporting mechanisms to track once implemented
	- Managing escalations from within the team and from other teams
	- Building and maintaining relationships with vendors
	- Upskilling resources under your control including training and personal career development plans
	- Working with Team leads and managers from other teams to build relationships and co working in shared areas
	- License management
	- Oversight of support calls and escalations
	- Acting as the major incident manager
	- Representation at Technical change advisory board
	- Attend Change advisory meetings to present the teams changes and to review other teams changes and their relevance to the team
	- Risk and Control: Ensure that all activities and duties are carried out in full compliance with our regulatory requirements and internal policies.
Essential skills and experience	- Minimum of 5 years' experience in a 3rd line team EUC or CCS Team
	- Proven experience in delivering system improvement through all stages of delivery
	- Currently working at a senior level looking to move into a less technical role and into management
	- Excellent communication skills
	- Project management experience delivering BAU pipeline work
	- Team Management responsibility including setting goals and objectives, managing workloads and deliverables, performing appraisals and weekly one to ones and managing performance
	- Upskilling resources under your control including training and personal career development plans
	- Good understanding of ITIL process and the ability to incorporate them into the teams processes
Background checks	In order to comply with regulatory and client requirements, Ashurst will undertake appropriate vetting of staff. When applicants accept a job offer, Ashurst, alongside a specialist provider, will undertake professional verification and background checks. These checks are only undertaken with consent, and in accordance with our legal and regulatory obligations.