

Global Service Desk Lead



part of the Trifast plc Group

Who we are

At TR, part of Trifast plc, we are more than fasteners—we are the trusted partner behind some of the world's most advanced industries. As a global leader in the design, engineering, manufacture, and supply of fastenings and Category 'C' components, we deliver smart, efficient solutions that enhance performance across major assembly operations.

From Automotive to Smart Infrastructure and Medical Equipment, our focus on engineering excellence and streamlined supply keeps us at the forefront of progress.

We are looking for a driven and dynamic Global Service Desk Lead to contribute to our continued success on a global scale.

We are looking to recruit a Global Service Desk Lead on a permanent basis to join our Global IT based at our site, National Distribution Centre in Walsall (WS2 8DQ).

The Role

The Global Service Desk Lead is responsible for overseeing and optimizing IT service desk operations across multiple regions to ensure seamless, high-quality support for a global user base.

This role involves managing a globally distributed team, standardizing processes to align with global business needs, and driving service excellence through continuous improvement, innovation, and collaboration.

Key Tasks

- **Global Service Desk Operations**
Leading the day-to-day operations of a global service desk, delivering 24/5 support across multiple time zones. Ensuring consistent service delivery across regions, meeting, or exceeding SLAs and KPIs.
- **Leadership and Team Development**
Recruit, develop and mentor a diverse team of service desk professionals across multiple geographies.
- **Improvement and Standardization**
Analyse service performance data to identify trends and areas for improvement. Implement industry-standard frameworks, such as ITIL, while accommodating regional nuances and compliance requirements.
- **Incident and Problem Management**
Serve as the escalation point for high-impact incidents. Lead root cause analyses to address recurring issues and prevent future disruptions. Collaborating with IT teams globally to develop proactive strategies for incident prevention.
- **Stakeholder Engagement and Communication**
Function as a key liaison between the service desk and global/regional business stakeholders, aligning IT support with organizational goals.

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- **Technology and Tools Management**

Oversee the configuration and optimization of ITSM tools to support global operations effectively.

- **Vendor and Contract Management**

Manage relationships with regional and global IT service providers, ensuring consistent and reliable service delivery. Ensuring compliance with contracts, local regulations, and global service agreements. Coordinate procurement activities to align software, hardware, and services with service desk needs.

- **Compliance and Security**

Ensure service desk operations comply with global and regional data protection laws and cybersecurity standards. Support global security audits and promote best practices in IT security.

The Candidate

We are seeking an individual with proven experience managing teams across regions, time zones and cultures. This role will require the successful candidate to be culturally aware, multilingual proficiency is desirable.

An elevated level of technical knowledge of IT systems and service desk tools in a global context is essential. Along with exceptional ability to engage with stakeholders at all levels of the business.

Knowledge of process excellence and a familiarity with ITIL principles and their application in multinational settings, alongside the ability to navigate dynamic environments whilst addressing unique regional challenges will be required in this role.

The candidate must be committed to delivering exceptional service to a diverse user base. Strong analytical skills and the ability to make data driven decisions will be essential in optimising service delivery and performance.

What we offer

- On-site parking
- Life insurance
- Pension
- Employee Assistance Programme

To apply

If you are interested, know of someone who might be or have any queries, please contact:

HR @TR

@ careers@trifast.com

To apply for this role, kindly send your CV and specify the position you are applying for to the above email.