Role Profile: Managed Services Team Leader

Job Title: Managed Services Team Leader

Department: Operations

Reporting to: Operations Manager

Date: October 2026

Role Purpose

The Managed Services Team Leader provides day-to-day supervision and coordination for Cobweb's Managed Services engineers.

The role supports the team in prioritising and completing work to the required standard, while contributing directly to delivery where needed to achieve proactive, consistent and measurable outcomes for customers.

The Team Leader will organise daily workloads, take ownership of and work alongside the team on Managed Services activity, monitor progress, provide technical guidance, support colleague development and help implement improvements to service processes, monitoring, alert management and operational documentation.

Working closely with the Operations Manager, Support, Professional Services, Onboarding, Account Management and Technical Leads, the role will help coordinate joined-up customer delivery and make effective use of the team's available capacity.

Key Success Criteria

The key success criteria for the role are:

- Engineers have clear daily priorities and understand what is expected of them.
- Workloads, alerts, backlogs and aged cases are regularly reviewed, with concerns followed up or escalated promptly.
- The Team Leader contributes directly to delivery while helping the team achieve agreed SLA, case quality and alert response targets.
- Proactive maintenance, monitoring and improvement activities are completed to the required standard.
- Recurring incidents, alerts and operational issues are identified and raised for corrective action.
- Team procedures, customer documentation and technical knowledge are maintained accurately.
- The Operations Manager receives timely updates on performance, workload, capacity, risks and escalations.

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Role Profile: Managed Services Team Leader

Ideal Candidate

The ideal candidate will be an experienced Managed Services Team Leader, Senior Engineer or Technical Team Lead with a strong background in a Microsoft-focused MSP or technology services environment. They will have the technical credibility to guide engineers, provide constructive challenge and promote consistent working practices.

They will be comfortable coordinating day-to-day workloads, working directly on Managed Services activity, reviewing alerts and cases, supporting escalations and helping engineers balance competing priorities. They will set clear expectations, provide practical coaching and encourage individuals to take ownership of their work and customer outcomes.

Collaborative organised and improvement-focused, they will use operational information and hands-on delivery experience to identify issues, raise concerns and recommend practical improvements. They will be comfortable helping to implement standardisation, documentation, automation and AI-enabled tools across the team.

This is a full-time position based in the UK and may require occasional travel to customer sites, industry and company events as required. The role offers hybrid working, with a typical pattern of four days in the office and one day working from home.

Primary Accountabilities

1. **Team leadership and development** – provide day-to-day supervision, coaching and feedback to Managed Services engineers, supporting agreed objectives, development plans and performance discussions with the Operations Manager. Provide constructive technical challenge and reinforce agreed standards and recommended practices.
2. **Workload coordination, prioritisation and delivery** – coordinate daily and weekly workloads across proactive activity, alerts, incidents, service requests and project-related work, while taking ownership of and contributing directly to delivery where required. Highlight capacity constraints or conflicting priorities to the Operations Manager.
3. **Proactive service and alert management** – monitor and contribute directly to proactive maintenance, monitoring and improvement activity, working with engineers to address recurring alerts, false positives and avoidable operational noise.
4. **Service performance** – regularly review SLAs, backlogs, aged cases, case quality and escalations, taking appropriate follow-up action, directly supporting resolution where required and raising material concerns promptly.
5. **Customer experience and service quality** – reinforce agreed customer service standards within the team and support engineers in maintaining clear communication, ownership and follow-through.
6. **Continual improvement, automation and AI** – identify and recommend practical service improvements and contribute to the implementation of agreed changes to processes, tooling, automation and AI-enabled ways of working.

7. **Commercial awareness and resource efficiency** – understand the commercial impact of team capacity, repeat work, avoidable demand and inefficient processes, and take practical action to improve productivity, utilisation and value from Managed Services delivery.
8. **Reporting, risk and escalation** – provide the Operations Manager with regular updates on team workload, service performance, recurring issues, capacity constraints and customer-impacting risks.
9. **Cross-team collaboration and service transition** – coordinate with Support, Professional Services, Onboarding, Account Management and Technical Leads to support smooth handovers and joined-up customer delivery.
10. **Documentation, standards and knowledge** – monitor adherence to agreed procedures and work with the team to keep runbooks, customer documentation and technical knowledge accurate, current and accessible.
11. **Compliance and governance** – promote adherence to Cobweb policies, security requirements and quality standards, complete required checks and escalate gaps or concerns to the Operations Manager.

To undertake ad hoc tasks or other duties as required for the role.

Personal Attributes (required role behaviours)

- **Day-to-day ownership** – takes responsibility for coordinating daily delivery, contributes hands-on to the workload and follows issues through to resolution or escalation.
- **Highly organised and structured** – able to plan effectively, manage competing priorities and bring order to busy operational environments.
- **Practical and responsive** – responds appropriately to changing priorities and makes sound day-to-day decisions within agreed responsibilities.
- **Supportive team leader** – builds trust through clear expectations, practical coaching, constructive feedback and consistent follow-up.
- **Continuous improvement mindset** – identifies and recommends practical ways to improve efficiency, quality and consistency through better processes and automation.
- **Commercial and resource awareness** – understands the impact of team capacity, repeat work, avoidable demand and inefficient processes, and acts on practical opportunities to improve productivity and value.
- **Customer-centric** – consistently considers customer experience and service quality in day-to-day coordination and support.
- **Collaborative and communicative** – works well across teams and functions, ensuring alignment and clear communication.
- **Calm and resilient** – remains composed under pressure, particularly during incidents, escalations or periods of change.

Qualifications, Experience, Knowledge and Skills

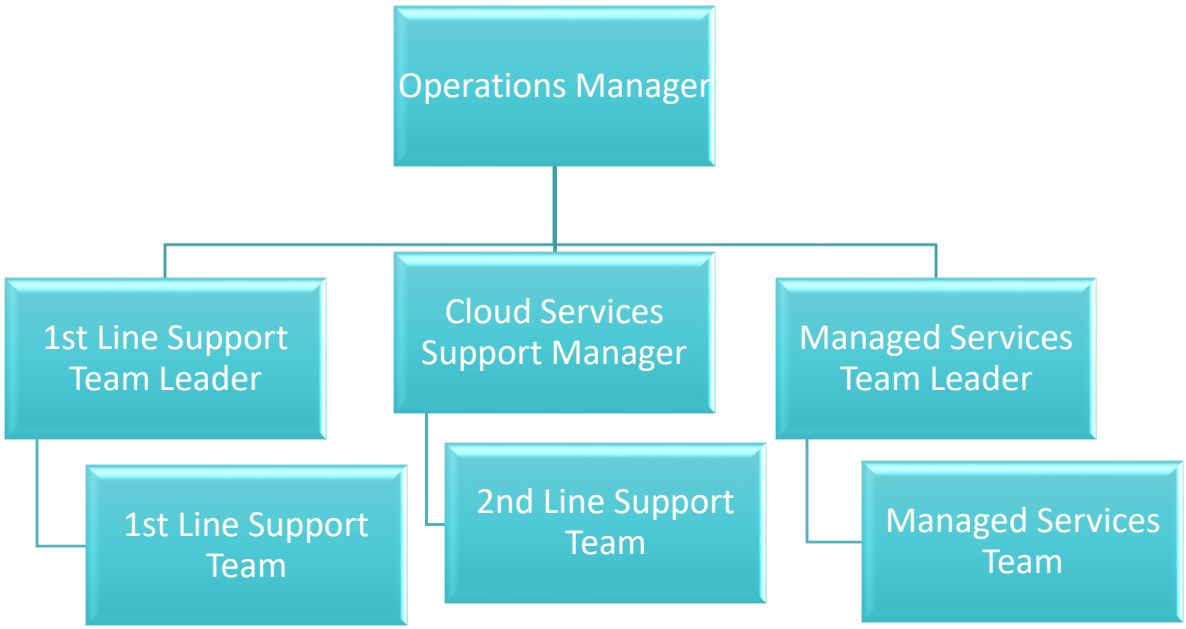
Essential

- Proven experience providing day-to-day, supervision, coaching and constructive feedback to technical engineers within a Managed Services, IT services or technology-led environment.
- Strong technical knowledge of Microsoft cloud technologies and sufficient credibility to guide delivery, challenge constructively and communicate effectively with engineers and technical stakeholders.
- Good workload coordination and prioritisation skills, with experience balancing and contributing directly to incidents, service requests, alerts and proactive activity.
- Experience working with IT service management, professional services automation, monitoring and remote management tools to maintain operational control.
- Ability to review operational information and provide clear updates on SLAs, backlogs, capacity, service performance and delivery risks.
- Experience contributing to practical service improvements involving processes, documentation, tooling or automation.
- Strong communication and stakeholder management skills, with experience coordinating delivery and escalations across multiple teams.

Desirable

- Experience working within a Microsoft-focused MSP or cloud services organisation.
- ITIL Foundation or equivalent practical knowledge of incident, request, problem, change and service-level management.
- Relevant Microsoft role-based certifications, such as Azure Administrator Associate, Endpoint Administrator Associate, Identity and Access Administrator Associate or Security Operations Analyst Associate, or equivalent practical experience administering and supporting Microsoft 365, Azure, Intune, Entra ID, Defender and associated cloud services.
- Working knowledge of PowerShell, Microsoft Graph or similar automation tools.
- Practical experience with monitoring, remote management, professional services automation and ticketing platforms in an MSP environment.
- Awareness of Microsoft licensing, Secure Score, identity security, endpoint management and cloud governance.
- Experience interpreting operational reports covering SLAs, alert trends, capacity, utilisation and service performance.
- Familiarity with quality and information security standards, such as ISO 9001 or ISO 27001.

Organisation Chart



This role profile is open to review and may be amended to take account of changing business needs.

Role Profile Acceptance

Employee: Date:

Signed:

Line Manager: Date:

Signed:

HR Department: Date:

Signed: