



Job Description

Service Delivery Lead (Environment Care)

Date August 2026

Validated by James Hope



Job Title	Service Delivery Lead (Environment Care)
Location	Jersey
Reports to	Director
Employment Status	Full Time
Hours per week	35 hours

Job Summary

Logiq is a forward-thinking IT consultancy focused on delivering modern technology and cutting-edge security solutions to support business growth. With a collaborative and inclusive approach, we pride ourselves on providing innovative solutions, placing world-class security and exceptional client experience at the centre of our operations.

We are seeking a proactive, client-focused Service Delivery Lead to take operational ownership of our core managed service offering, Environment Care.

This role centres entirely on client delivery and service excellence. Technical architecture and CIS compliance controls are led by our Technical and Principal Consultants, allowing this role to focus primarily on ensuring our clients receive a consistently high standard of service.

You will act as the operational lead and first escalation point for our front-of-house team (Environment Care Specialists), guiding ticket workflows, supporting client interactions, and upholding service standards. If you excel at cultivating client relationships, driving team performance, and ensuring commitments to clients are reliably delivered, this role offers an exceptional leadership opportunity within our business.

Key Responsibilities

- **Drive Client Delivery and Excellence:** Oversee the client journey across Environment Care, ensuring services are delivered consistently, professionally, and to a high standard of customer satisfaction.
- **First-Line Escalation:** Act as the primary operational point of escalation for Environment Care Specialists when client queries or support tickets require senior guidance.
- **Team Guidance and Coaching:** Mentor and support junior specialists, assisting them in developing effective client-handling skills, structured time management, and clear communication habits.
- **Service Quality and SLA Monitoring:** Monitor support queues, response times, and resolution progress within Logiq's project management systems to ensure client service level agreements are consistently achieved.
- **Client Relationship Management:** Establish strong, trusted working relationships with key client contacts through regular service reviews, scheduled communications, and constructive feedback loops.
- **Liaison with Technical Teams:** Collaborate closely with Technical and Principal Consultants, engaging them promptly when advanced technical expertise or complex infrastructure remediation is required.

- **Process Improvement:** Continually evaluate and refine support workflows, documentation, and handover processes to enhance the overall client experience.

Job Skills & Qualification Requirements

Essential requirements:-

- **Residential Status:** You must be a resident of Jersey and hold an 'Entitled to Work' residential status.
- **Client Delivery Focus:** Proven experience in a service delivery, customer success, or client management role, ideally within an IT or professional services environment.
- **Operational Leadership:** Demonstrable ability to mentor, coordinate, and support junior colleagues within a dynamic environment.
- **Communication Skills:** Excellent verbal and written communication abilities, with confidence in managing client expectations and de-escalating complex situations professionally.
- **Organisational Skills:** A structured, methodical approach to managing service queues, tracking time allocations, and ensuring accountability.
- **Problem-Solving Mindset:** A constructive, solution-orientated approach focused on achieving optimal outcomes for clients.
- The ability to translate technical concepts into clear, accessible language for non-technical business stakeholders.

Desired requirements:-

- ITIL Foundation qualification or relevant certification in Service Management / Customer Relationship Management.
- Practical experience coordinating, supervising, or leading helpdesk / service desk operations.
- Higher education qualification in business, management, or IT-related disciplines. Proven ability to build and maintain strong, trusted client relationships.
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Technical Skills & Experience Requirements

Essential requirements: -

- Good working knowledge of Microsoft 365 and Azure environments.
- Good understanding of Windows Server & Desktop operating systems.
- Good understanding of IT networking concepts.
- Exposure to Active Directory, Group Policy, or Exchange.
- Working understanding of IT service desk workflows, ticket triage, and incident lifecycle management.

Desired requirements: -

- Familiarity with Virtualisation technologies (e.g., VMware, Hyper-V).
- Knowledge of Server Hardware (Dell, HPE) or Linux/UNIX.



- Experience coordinating scheduled maintenance windows or project transitions between technical teams and clients.
- Familiarity with PSA, ticketing, and project management platforms (such as HaloPSA) to monitor service delivery and SLAs.

Salary & Benefits

At Logiq, our aim is to provide a fulfilling career that starts with a competitive salary and benefits package.

We know how important the work environment is, which is why we actively promote a fantastic work/life blend, an active social life, dedicated training & development opportunities, and flexible working - all within a team of like-minded individuals who want to see you succeed.