



<https://excelnearshore.com/job/contract-service-desk-lead/>

## Contract Service Desk Lead

### Description

**Excel Nearshore** is seeking a **Contract Service Desk Lead** with strong Oracle expertise to support a short-term project (1–2 months, hourly contract). This is a **part-time, flexible engagement**—ideal for a professional in between roles who brings deep managed service experience and strong ITIL knowledge.

You will play a critical role in helping us define and structure the **Help Desk and Service Desk coverage model** for an upcoming RFP. This includes evaluating current service needs, designing team structures, analyzing ticket volumes, and determining appropriate staffing requirements. This is a fully remote position from Costa Rica.

### Responsibilities

- Lead the definition of Help Desk and Service Desk functions, ensuring alignment with ITIL best practices.
- Assess and document service coverage needs across multiple regions (US and EMEA).
- Review ticket lists and system demands to recommend staffing levels and team structure.
- Provide expertise in managed services environments, especially with Oracle systems.
- Contribute insights into Salesforce (SFDC), Microsoft, and other enterprise platforms as needed.
- Support the preparation of an RFP response, ensuring compliance with ITIL and ISO/IEC 27001:2022 standards.
- Collaborate with internal stakeholders to define performance metrics, SLAs, and escalation processes.

### Qualifications

- Proven experience as a Service Desk Lead / Manager in a Managed Services Provider (MSP) environment.
- Strong background in Oracle (applications, infrastructure, or service desk support).
- Working knowledge of Salesforce (SFDC) and Microsoft technologies.
- Hands-on experience in team leadership, staffing models, and operational service desk design.
- Deep familiarity with ITIL frameworks and service delivery standards.
- Ability to work independently and deliver structured recommendations in a short timeframe.

### Contacts

**Aarón Acuña Cordero | Human Talent Director**

+506 8872-0981

### Hiring organization

Excel Nearshore

### Employment Type

Contractor, Temporary

### Beginning of employment

ASAP

### Duration of employment

Indefinite

### Industry

Technology

### Job Location

Costa Rica

Remote work from: Costa Rica

### Date posted

September 12, 2025

