https://excelnearshore.com/job/help-desk-pod-lead/

Help Desk POD Lead

Description

Excel Nearshore is seeking talented professionals to support our managed services engagement to support a leader in neuro and sensory medical devices. This involves a POD (team) structure for modularity and efficiency: Help Desk (central intake for incidents and requests), Infrastructure (on-prem/cloud stability and DR), Oracle (EBS-centric with focus on financials, integrations, and compliance), and Salesforce (cloud-based CRM with integrations).

Job Summary:

Lead a team providing 24/5 first-line support (1 AM CT Sunday to 7 PM CT Friday, excluding holidays) as the single point of contact for IT incidents and service requests, ensuring seamless escalation to other PODs and alignment with SLAs in a MedTech environment.

Success Metrics:

- First-call resolution >70%; average handle time <15 minutes for P4 tickets.
- CSAT >4.5/5; SLA compliance >98%; team attrition <10%.
- Reduce overall ticket volumes by 15% through proactive measures and AI contributions.

Responsibilities

- Oversee multi-channel intake (phone, email, chat, portal) for ~50,000 annual tickets, triaging and resolving ~60-70% at L1/L2 (e.g., password resets, access issues from ticket data).
- Manage on-call rotations for P1 critical incidents (e.g., response <15 minutes, resolution <4 hours per RFP).
- Enforce ITIL processes for incident, problem, and change management; maintain and update knowledge bases to promote self-service and reduce repeat tickets.
- Analyze ticket trends using tools like Power BI to identify root causes (e.g., high volumes in domain accounts/passwords) and propose automations for cost reductions.
- Coordinate with business stakeholders for EMEA/US coverage, including demand forecasting (30-60-90 plans) to handle spikes like acquisitions.
- Implement ISO 27001 controls (e.g., secure logging of PHI-related tickets) and ensure HIPAA/FDA compliance in medtech contexts.
- Facilitate team training and support Quarterly Business Reviews (QBRs) to track CSAT and SLAs.

Qualifications

- Bachelor’s degree in IT or related field (or equivalent experience).
- **Must Have Skills:** 10+ years in IT support leadership with managed services for hybrid environments; ITIL Practitioner certification; proficiency in ITSM tools (e.g., Jira Service Manager, ManageEngine); bilingual

Hiring organization
Excel Nearshore

Employment Type
Full-time

Beginning of employment
ASAP

Duration of employment
Indefinite

Industry
MedTech

Job Location
Costa Rica
Remote work from: Costa Rica

Date posted
January 2, 2026

(English/Spanish) for nearshore collaboration; strong analytical skills with ticketing systems and vendor portals (e.g., escalating to Oracle My Oracle Support or Salesforce Help); experience in high-volume environments (>10,000 tickets/year); familiarity with medtech regulations (HIPAA, FDA).
- **Nice to Have Skills:** Experience with AI-driven tools for ticket automation; knowledge of Oracle EBS or Salesforce basics; PMP certification; prior work in healthcare or regulated industries.

Job Benefits

Career Growth Opportunities:

- Advance to senior program management overseeing multiple PODs.
- Pursue ITIL Expert or PMP certifications with company sponsorship.
- Lead innovation projects (e.g., AI-driven chatbots) with potential for industry presentations.
- Participate in mentorship programs to guide junior analysts.
- Access annual performance reviews with personalized development plans.

Contacts

Aarón Acuña Cordero | Human Talent Director

+506 8872-0981