

IT Infrastructure Support Lead



Location: London, UK

Department: IT

Reporting to: Department Manager

Contract Type: Permanent

Do you want to create memories that last a lifetime?

Tour Partner Group is a leading B2B Destination Management Company (DMC) specialising in travel experiences across the UK, Ireland, the Nordics, and the Baltics. With offices in London, Edinburgh, Dublin, and Copenhagen, we bring together over 300 destination specialists, designing unforgettable travel experiences for Groups and FIT, as well as curated MICE programmes under our dedicated brand, **Horizons by Tour Partner Group**.

At **Tour Partner Group**, we believe in responsible travel, continuously challenging ourselves to elevate our standards and ensure that every journey we create leaves a positive impact on both people and the planet.

About the position:

We are looking for a passionate and dynamic **IT Infrastructure Support Lead** to join our team in **London**. In this role, you will be responsible for **taking ownership of our IT support function and leading the day-to-day operations of the support team while acting as the escalation point for more complex technical issues**. You will work as part of a **collaborative, international team**, creating memories that last a lifetime for our clients and their customers.

Your responsibilities:

As an IT Infrastructure Support Lead at Tour Partner Group, your key responsibilities will include:

- Lead and support the IT Support team, providing technical guidance, mentoring, and performance oversight
- Provide second line support for escalated incidents and service requests, ensuring timely and effective resolution
- Support and maintain key technologies including Microsoft 365, Azure, Intune, and networking infrastructure
- Ensure the smooth operation of the service desk, overseeing ticket triage, prioritisation, and resolution tracking
- Lead and support the IT Support team, providing technical guidance, mentoring, and performance oversight
- Provide second line support for escalated incidents and service requests, ensuring timely and effective resolution
- Support and maintain key technologies including Microsoft 365, Azure, Intune, and networking infrastructure



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- Ensure the smooth operation of the service desk, overseeing ticket triage, prioritisation, and resolution tracking
- Drive process improvements, maintain documentation, and contribute to a culture of continuous improvement
- Collaborate with internal departments to understand IT needs and deliver solutions aligned with business goals
- Liaise with third-party vendors and escalate issues when needed

Your profile: Skills & Experience

We are looking for an individual with the following skills and qualifications:

- Proven experience in a second-line IT support role with exposure to team or task leadership
- Strong technical expertise in Microsoft 365, Azure, Intune, and general networking
- Excellent troubleshooting and problem-solving skills
- Strong organizational and communication skills
- Self-motivated, with the ability to work independently and lead by example
- Relevant certifications (e.g. Microsoft 365, Azure, ITIL) are advantageous

What we offer

At Tour Partner Group, we believe in rewarding our team members. By joining us, you will enjoy:

- **A dynamic and international work environment**, collaborating with colleagues from over **20 nationalities**.
- **Familiarisation trips** to enhance your first-hand knowledge of our destinations.
- **A holiday increase** with years of service, up to **25 days**.
- **A contribution towards gym membership** to promote well-being.
- **An extra day off on your birthday**, because celebrating is important!
- **One volunteering day per year** to support a cause you're passionate about.
- **Annual social events** to celebrate our shared successes.
- **TPG Travel Club discounts** to explore our destinations in your free time.
- The opportunity to become a **Value Champion**, earning a **Discover-Our-Destination reward** for an exciting explorer getaway.



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- **A structured development programme with on-the-job training**, ensuring you reach your full potential.
- A **collaborative and supportive team culture** where every member is valued.
- Opportunities for **career progression**, moving into new roles within the company.

Additional Information

- **High Season Period:** Please note that from **1st May – 31st August**, the workload may be heavier, and overtime may be required. Overtime is compensated as time off in lieu.
- **Work Location:** This position is based in **London**, with the possibility of hybrid working depending on the role.

Our Values

At Tour Partner Group, our values guide everything we do:

- **Partnership** – We collaborate as a team to succeed and hold our colleagues and business partners in high esteem.
- **Inspiration** – We inspire confidence in others through our knowledge and expertise. We seek and embrace change.
- **Respect** – We are open to new ideas, cultures, and experiences. We value honesty and transparency.
- **Passion** – We share our love for travel and encourage others to explore our destinations. We aspire to be the difference that makes the difference.

Our Commitment to Sustainability & ESG

- We recognise the part we play as a tourism business. We believe in the **positive force and impact** of responsible business on our collective future—one that is sustainable and contributes **not only to ourselves and our clients but also to the planet and society as a whole**.
- Internally, we have taken active steps to **reduce our environmental footprint** by limiting printing, switching to **digital business cards**, and ensuring that **business travel is only undertaken when essential**. Additionally, we encourage our employees to **give back to the community** through our **1 volunteering day per year** initiative.
- Find out more about our sustainability efforts: [Tour Partner Group ESG Policy](#)



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How to Apply

If you're excited to be part of a team that delivers exceptional travel experiences, we'd love to hear from you!

- Please send your **CV and cover letter** to global.recruitment@tourpartnergroup.com with the subject line: **Application for IT Infrastructure Support Lead – [Your Name]**.
- If you have any questions about the role, please contact **Bianca Chiru** at bianca.chiru@tourpartnergroup.com.

We look forward to welcoming you to the Tour Partner Group team!

www.tourpartnergroup.com

