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## **JOB DESCRIPTION**

### **IT SERVICE DESK MANAGER**



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**LOCATION:** WEST MIDLANDS

**POSITION:** IT SERVICE DESK MANAGER

**IMMEDIATE SUPERVISOR:** Technical Director

**PURPOSE:**

To provide supervision and manage a team of IT Support Desk Analyst to enable effective delivery and resolution of IT Customer service Incidents and Service requests.

The role operates in an environment with the responsibility to respond, coordinate and resolve all IT incidents through the companies cutomers. The IT Service Desk operates as a single point of contact for IT issues and can manage a high volume of enquiries. Candidates must be highly motivated, customer focused, prepared to be flexible within the wider IT Customer service team and capable of working under pressure during peak periods.

- Helpdesk with 1<sup>st</sup> 2<sup>nd</sup> and 3<sup>rd</sup> line support.
- Hardware – Servers / PCs / Printers / LAN hardware
- Software – Server & Desktop operating systems / E-mail / Intranet / Desktop applications
- Wide Area Network & VPN
- Blackberry
- Backup/restore of files and folders
- Administration Knowledge of Citrix Presentation Server / ZenAPP
- Knowledge of Windows 2003 / 2008 Server.

**DUTIES:**

Work under the guidance of the Technical Director.:

- Manage Service Desk Team
- Travel to customers sites initially on startup.
- Deliver quality response centre (help desk) service on a daily basis (for all locations, users and IS systems), in conjunction with other IS functions and external suppliers, ensuring that any issues are logged, prioritised and resolved within SLA's.
- Promote proactive support actions to prevent errors reoccurring.
- Produce management statistics each month on help desk issues.
- Maintain systems user security.
- Maintain the European hardware / software license management database.
- Perform moves / changes on the European telephone system.
- Provide first and second line support on PC, LAN, and other connectivity issues.
- Use customers processes to design, build and support all desktop and laptop PCs and servers.
- Use customers processes to distribute software as appropriate to PCs and servers around the network.
- Assist the Technical Infrastructure Coordinator in the development and maintenance of processes and procedures for these systems and activities.

**SPECIAL CONDITIONS:**



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- Strong interpersonal skills are a prerequisite.
- Ability to work effectively in a dispersed team and individually.
- Due to the nature of an information systems support environment, some work will be required outside normal business hours.

## QUALIFICATIONS

- Three plus years of Helpdesk experience.
- MCP/MCSE and advantage but not essential.
- Network hardware knowledge.

## EXPERIENCE

- Good working knowledge of MS Office
- 18-24 months experience working within a similar environment.

## SKILLS AND PERSONAL QUALITIES

- A strong service-oriented ('can-do') culture, with a strong focus on the 'internal customer' approach, committed to exceeding customer expectations.
- Good communicator with the user environment.
- Dynamic but aware of the views and feelings of others.
- Able to operate as a good team player.
- Drive and Energy.
- Has an analytical and logical 'mindset' when dealing with issues.
- Demonstrate clear purpose, enthusiasm and commitment.
- Be able to use varying styles of communication to suit the occasion and the audience.
- Suggest new ideas within the team.
- A high command of the English language both written and verbal is essential.
- Knowledge of French or German would be useful.
- Self-motivated with the ability to work unsupervised.