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| **Job Description** | |
| **Job Title:** | Service Desk Manager |
| **Reports To:** | Technical Support Manager |
| **Location:** | Manchester – Swinton |
| **Main Purpose and Nature of Job:** | The primary objective will be to ensure the provision of high-quality technical support, which directly contributes to increased client satisfaction. By leveraging expertise and leadership skills, to guide the team in providing efficient and effective solutions to our valued customers. |
| **Key Duties:** | Managing, mentoring, and developing a team of first- and second-line service desk engineers, ensuring a high performing team.  Effectively manage the IT queue of requests for the Service Desk team, continuously review and assess the SLA’s and KPI’s to ensure the team are meeting the business requirements.  Providing both onsite and remote desktop support for staff and our offices.  Management of resources to ensure adequate cover.  Coordinate and communicate service outages.  Providing a first point of escalation for the team in respect of service/delivery issues  Making sure the team meets good service level targets and that they are dealing with technical incidents and IT service requests according to agreed standards and procedures.  Deliver IT support for all starter, mover, and leaver requests, including managing the end user asset database.  Analyse performance of the Service Desk activities and resolutions, identify problem areas, and devise and deliver solutions to continually improve the service provided.  Conflict management  People and team management including development of people. |
| **Additional Duties:** | Support the team during busy periods or due to team absence.  Occasional travel to and from other Records Management Locations. |
| **Key Technical Skills:** | Strong working knowledge of Active Directory  Strong working knowledge of IT Software.  Ability to learn employer-specific software.  Ability to follow documented processes and procedures.  Ability to diagnose & address technical issues. |
| **Core Competencies:** | Proven work experience as a Help desk manager, managing multiple sites.  Ability to use data analytics skills to make decisions that enhance business performance.  Ability to offer recommendations on the best tools and methods to use.  Solid technical background with an ability to give instructions to a non-technical audience.  Customer-service oriented with a problem-solving attitude.  Effective communication skills: able to communicate and work with technical and non-technical people alike, in a clear, collaborative, and positive manner.  Highly initiative taking, with a focus on continuous improvement.  Ability to work flexibly. |
| **Line Manager Responsibilities:** | 1st and 2nd line direct reports. |
| **Contact with Others:** | Primarily:   * Service Desk * Application Support * Line Managers, Supervisors, Section Leaders, and Employees * Any Functional Heads of Departments * Directors * Internal users   As required:   * External Customers (Occasionally) |
| **Status:** | Permanent, Full time (37.5 hours a week) |

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_