Job Description: Service Desk Manager

Position: Service Desk Manager

Location: Manchester

Company Overview:

We are a dynamic and fast-growing IT Managed Service Provider based in Manchester, committed to delivering cutting-edge solutions and exceptional support to our diverse clientele. As part of our expansion, we are seeking a highly skilled and motivated Service Desk Manager to lead our team of engineers and drive the success of our service desk operations.

Role Overview:

As the Service Desk Manager, you will play a pivotal role in ensuring the smooth and efficient delivery of IT support services to our clients. Your primary responsibility will be to manage and lead the service desk team, ensuring their continuous development and adherence to service level agreements (SLAs) and key performance indicators (KPIs). Your strong leadership skills, coupled with your passion for team development, will be essential in creating a positive and productive work environment.

Responsibilities:

- Lead, mentor, and inspire a team of service desk engineers, fostering a collaborative and customer-centric culture.

- Oversee the day-to-day operations of the service desk, ensuring efficient ticket management and timely issue resolution.

- Develop and maintain SLAs and KPIs, consistently driving the team to meet and exceed performance targets.

- Monitor and analyse service desk performance metrics, identifying areas for improvement and implementing effective solutions.

- Manage the service desk budget, optimizing resource allocation and cost-effectiveness.

- Collaborate with other departments to streamline processes and enhance overall service delivery.

- Ensure proper documentation of incidents, problems, and resolutions in the ticketing system.

- Conduct regular performance reviews, providing feedback, and identifying opportunities for professional growth.

- Uphold and enforce ITIL best practices, ensuring a standardised and effective service delivery framework.

- Stay updated with industry trends and advancements, recommending new technologies and improvements to enhance service offerings.

Qualifications and Experience:

- Minimum of 4 years of experience in a leadership role, managing and motivating a team of engineers in an IT support environment.

- Proven track record in managing budgets, SLAs, and KPIs to drive operational excellence.

- Strong understanding of ITIL practices and frameworks.

- Excellent problem-solving and decision-making skills, with the ability to prioritise tasks in a fast-paced environment.

- Outstanding communication and interpersonal skills, with the ability to build strong relationships with clients and team members.

- A natural leader with a passion for team development and the ability to foster a positive and collaborative work environment.

- Relevant industry certifications (e.g., ITIL, PMP) would be advantageous.

How to Apply:

If you are a proactive and driven individual with a passion for leading teams and delivering exceptional service, we would love to hear from you. To apply, please submit your updated CV and a cover letter detailing your relevant experience and accomplishments in leading service desk teams.

Note:

We are an equal opportunity employer and encourage applicants from diverse backgrounds to apply.