

Helpdesk Manager Job Description

Management of helpdesk team and responsible for driving performance against agreed Service Level Agreements (SLA's)

Personal Spec

Previous experience of managing a Helpdesk team

Sound knowledge of Windows operating systems (2000 & 2003)

Thorough understanding of helpdesk operations, IT best practices, industry trends and customer service

Proven experience of initiating positive changes in a helpdesk environment

Good team leader, experience of training staff and leading by example

Commercially aware of software providers with the IT helpdesk sector

Excellent written and verbal communication skills

ITIL certification would be desirable

Duties & Responsibilities

Manage helpdesk analysts, ensuring agreed targets are met and relevant qualitative standards are achieved

Develop and implement procedures to provide high quality services both internally and externally

Generate ideas and implement methods to improve call resolution

Responsible for putting in place enhanced reporting structures for early identification of product faults to minimise impact on business

Improve efficiency and effectiveness of help desk activity by analysing and proposing recommendations

Manage staff levels and scheduling to provide full cover during required business hours

To optimise customer support, provide staff with regular training and appraisals