

<b>Job Title:</b>	<b>Service Desk Manager</b>
<b>Division:</b>	<b>Managed Services</b>
<b>Date:</b>	<b>September 2020</b>
<b>Location:</b>	<b>Jigsaw24 HQ, Nottingham</b>

## KEY PURPOSE OF ROLE

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Reporting to the Head of Managed Services, the Service Desk Manager will be responsible and accountable for the successful delivery of all contracted services for their respective teams while ensuring that customer satisfaction remains paramount. They must work closely with other managers to make sure that there is a holistic approach to the end to end service that our customers receive while always striving to improve the service delivered.

## KEY DUTIES AND RESPONSIBILITIES

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- Responsible for the service delivered in alignment with contracted services.
- Oversee day-to-day fulfilment of service requests, incidents, monitoring and completion of daily tasks within SLA.
- Proactively manage incidents due to breach SLA or that have potential to cause significant customer-facing or business impact.
- Encourage open communication between team members, suggesting and driving forward ideas about how the team can work more effectively together.
- Review daily priorities and take appropriate action to ensure results are achieved.
- Responsible for leading and developing a team of people ensuring customer service is at the forefront of all activity.
- Ensure all resources have a clear view of their roles and responsibilities and are working in line with company values.
- Creating a team environment with an open communication culture.
- Set clear team goals.
- Monitor team performance and report on metrics that tie in with team and individual targets and objectives.
- Delegate tasks and set deadlines.
- Motivate team members.
- Identify knowledge gaps and provide coaching or suggesting training courses as needed.
- Listen to team members' feedback and resolve any issues or conflicts.
- Recognise exceptional performance and reward it appropriately.
- Conduct regular performance reviews that are recorded and documented.

- Manage team shifts and the rota to ensure resource coverage and continuity of service.
- Ownership of escalations and complaints, undertaking full RCA and the necessary actions.
- Identify improvements to IT services, tools and processes used within Managed Services.
- Ensure transfer of knowledge within appropriate teams is completed on introduction of new customers, services and technologies.

## SKILLS AND QUALITIES

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- Experience of having led an IT service team.
- In-depth knowledge of performance metrics.
- Excellent communication and leadership skills.
- Organisational and time management skills.
- Proven decision-making skills.
- Must be confident and comfortable communicating with management, customers and colleagues alike, being diplomatic and customer focused.
- Ability to learn quickly and adapt to new technologies.
- Strong team player with a flexible approach.
- Ability to plan your own workload and take responsibility for it.
- Confidence and ability to work on your own initiative.
- Proactive approach to decision making and problem solving.
- High levels of interpersonal and communication skills.
- Experience managing teams.
- Extremely customer focused.
- Work well under pressure, excellent time management, good team worker, ability to multi-task.

## MANDATORY REQUIREMENTS OF THE JOB HOLDER:

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- Identify potential business opportunities for the Company.
- Accurately implement and work in line with Company policies and procedures.
- Maintain professional standards of quality of work, personal presentation and personal conduct, projecting a professional image at all times.
- Maintain an accurate diary, utilising communications equipment and remain as accessible as possible throughout the working day.
- Ensure you obtain permission before incurring costs for which you expect the Company to reimburse you.
- Carry out additional responsibilities as requested by the Management team.