

Job Title	<b>Service Desk Manager</b>
Role	<p>Oversee the Service Desk Engineers:</p> <ul style="list-style-type: none"> <li>• Ensuring that all helpdesk procedures are adhered to;</li> <li>• Distributing incoming work;</li> <li>• Providing reports and data to Management</li> <li>• Providing report and management information to clients</li> <li>• Proactively sell and upsell services to clients</li> </ul> <p><b>Service Desk Manager</b></p> <p>As a Service Desk Manager, you will be responsible for leading our technical support team to provide excellent customer service and resolve all technical issues.</p> <p>As a Help desk manager, you should have a solid technical background combined with customer service experience. A problem-solving attitude with an ability to motivate your team to achieve specific goals are essential skills to perform well in this position.</p> <p>Ultimately, you should be able to ensure high quality technical support and increase client satisfaction.</p> <p>A primary objective of this role is to provide first time resolution approach. This is achieved by building a team that delivers on troubleshooting, diagnosing and resolving problems at the first point of contact and/or escalating the fault to 2<sup>nd</sup> line support to investigate and resolve.</p> <p>Throughout this process you will ensure that a single point of contact with the customer is established, maintaining ownership of the original fault and acting as the main escalation point and fault manager between the customer and C-Ways by providing timely updates and ensuring the fault is given the correct level of priority and attention.</p> <p>In addition to managing the team, service quality and ticket management, the Service Manager will work closely with C-Ways Sales teams in order to establish any technical sale requirement from faults coming into the desk, and pro-actively selling additional services through customer facing service review meetings.</p> <p>The Service manager will be responsible for producing service reports to clients and the internal c-ways senior management team.</p>

<p>Responsibilities</p>	<ul style="list-style-type: none"> <li>• Managing the help desk team and evaluate performance;</li> <li>• Ensuring customer service is timely and accurate on a daily basis;</li> <li>• Recruiting, training and supporting help desk representatives and technicians;</li> <li>• Ensure the systems are sufficient and report any inadequacies to management;</li> <li>• Set and document specific customer service standards;</li> <li>• Contribute to improving customer support by actively responding to queries and handling complaints;</li> <li>• Establish best practices through the entire technical support process;</li> <li>• Follow up with customers to identify areas of improvement;</li> <li>• Develop daily, weekly and monthly reports on help desk team’s productivity;</li> <li>• Provide customer feedback to the appropriate internal teams, in order to capture any potential sales of new product or service to enhance a customer experience;</li> <li>• Manage and distribute workload within the team;</li> <li>• Provide reports to management and sales team;</li> <li>• Mentoring junior team members;</li> <li>• Establishing training plans for the team;</li> <li>• Correctly logging incidents and faults, categorising and prioritising them in line with team procedures;</li> <li>• Conducting full and thorough diagnostics with end users to enable first point of contact fault resolution;</li> <li>• Ensuring faults are progressed and cleared within SLA – escalating to other internal and external teams as appropriate;</li> <li>• Managing faults through their entire lifecycle from the first point of contact through to resolution, proactively keeping the customer informed of progress;</li> <li>• Diagnosing and resolving problems to the customers satisfaction;</li> <li>• Maintain and develop own knowledge and skills to assist with first time fault resolution;</li> <li>• Manage repeat issues or service risks into management teams;</li> <li>• Sharing knowledge with team colleagues;</li> <li>• Encourage a commercially aware team to allow opportunity to be filtered to sales team;</li> <li>• Present regular customer facing service review meetings with clients;</li> <li>• Ensure c-ways maintenance stock is kept in good condition;</li> <li>• Ensure service desk has the appropriate tools to support our customers.</li> </ul>
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Requirements	<ul style="list-style-type: none"><li>• Degree qualification, preferably in IT or Science;</li><li>• Above average command of English and the written word;</li><li>• CCNA, MCP/MCSA or other entry level qualifications;</li><li>• Microsoft skills, server/desktops;</li><li>• A keen interest in networking and WAN technology;</li><li>• Familiar with working on virtualisation, backups and IP CCTV advantageous</li><li>• Natural aptitude for trouble shooting and problem solving;</li><li>• Excellent customer service skills;</li><li>• The ability to articulate solutions clearly and confidently to end users;</li><li>• A high degree of technical knowledge across C-Ways product range;</li><li>• Highly organised and efficient;</li><li>• Manage multiple projects at a time while paying strict attention to detail;</li><li>• Be driven, self-motivated and flexible with a 'can do' attitude.</li></ul>
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