





Job Description

Job Title: Helpdesk Manager/Support Desk Manager
Department: Support Team
Reports to: Managing Director
Location: All locations as required by the Company

Our Values

-  We specialise in the systems and needs of our clients
-  We are authentic in our consistent desire to help, educate and communicate
-  We aspire to learn and improve everyday
-  We will always be supportive of our clients, team and community

Our Vision

By 2018, we aim to set the industry-recognised benchmark for managed IT services within dynamic, 24x7 industries. This will be delivered by a premier team of problem solvers, resulting in a 97% customer service score and a 15% increase in turnover above our current organic growth.

The Mission

To go above and beyond the expectations of our clients, the industry and ourselves by always listening to what we hear, challenging what we see and communicating what we think.

Job Overview

The Support Desk Manager role is to direct all Support operations conducted by all services teams, ensuring the timely delivery of quality technical support to our clients and that all services provided by all teams are at impeccable levels. This requires expert knowledge of IT, impeccable customer service skills, internal company procedures and guidelines champion.

The individual in the role is an ambassador for company to all clients and a role model in relation to internal standards for customer service, communication, delivery, record keeping, reliability and time management.

Responsibilities

- 🔗 Provide excellent customer experience at all times
- 🔗 Respond efficiently to support requests coming from all channels
- 🔗 Accurately classify and log tickets using our internal ticketing system
- 🔗 Accurately keep tickets up to date, informative and clear on the CSM
- 🔗 Oversee all teams tasks and tickets, ensuring client expectations are managed and service is delivered to an excellent level
- 🔗 Help to develop and empower all team members to take ownership of issues and resolve problems themselves
- 🔗 Ensure the teams follow all company procedures and guidelines
- 🔗 Liaise with partners and third parties companies to resolve client's issues
- 🔗 Work to keep ticket backlog to the minimum.
- 🔗 Ensure client communication is prioritised
- 🔗 Be the main point of contact for all assigned clients
- 🔗 Oversee and address attendance and time keeping within the team, ensuring they arrive on time and only stay behind rationally
- 🔗 Act on any issue that could negatively impact the business, its performance or its reputation
- 🔗 Undertake any other duties as requested by the Managing Director or Managing Partners
- 🔗 Participate in our internal development program (Cardonet University and Technical Forum, etc.)
- 🔗 Participate in new starter induction training as requested. Own the Company training calendar
- 🔗 delivering support/service solutions for Clients in line with industry best practice
- 🔗 Monitoring team performance, incl. SLA/KPI's, driving continual service improvement.
- 🔗 Ensuring operational procedures/practices are well defined, documented and applied
- 🔗 Instilling a high performance culture in the Team, incl. team work, service excellence and ownership
- 🔗 Identifying/driving change within the team to take on new service offerings
- 🔗 On-boarding new customers, ensuring seamless handover/transition
- 🔗 Encouraging open communication between team members to drive innovation
- 🔗 Ensuring training and development activities take place
- 🔗 Managing/developing strategic partnerships with stakeholders at all levels, incl. suppliers
- 🔗 Ensuring quality, up-to-date documentation exists for all service arrangements
- 🔗 Leading and directing the service management function ensuring appropriate and robust service management and review frameworks are in place
- 🔗 Achieving consistent customer satisfaction ratings
- 🔗 Managing appropriate responses to customer feedback on areas for improvement
- 🔗 Owning customer escalations, incl. point of escalation both in and out of hours as required
- 🔗 Driving continual service improvement
- 🔗 Participating in the end-to-end recruitment process

Team Member:

On behalf of Cardonet:

Name _____

Name _____

Signature _____

Signature _____

Date _____

Date _____