



## Helpdesk Manager

### Manchester (Stockport), England, United Kingdom \* Full time

*We are looking for an experienced Helpdesk Manager to manage the Helpdesk service delivery for our regional office including line management of the Helpdesk team.*

As Helpdesk Manager, you will be responsible for ensuring that helpdesk calls are answered in a timely and professional manner whilst providing technical guidance and advice to the team. It is important that you act as part of the team, providing them with assistance answering phones during busy periods.

You will be responsible for the management of the helpdesk team, including performance reviews, 121 meetings, and ensuring that the helpdesk is always properly resourced. You will actively provide feedback to the team and ask them for the feedback in return.

You will also carry out the following tasks:

- Manage the call stack effectively, for both the team and the team members
- Ensures client call backs and courtesy calls are made to the agreed standard
- Drive first time fix culture within the team
- Provide the team with technical support and escalates issues where appropriate.
  - Adheres to CIT escalation policy
  - Uses Service levels as a guide to escalation
- Work closely with the Technical Consultancy team and Client Services Manager to plan, manage, resolve and co-ordinate activity.
- Monitor problem and change tickets and follows up with the team to ensure timely resolution of the tickets.
- Maintains the IT Glue database of information enabling the Helpdesk team to provide support and recover from outages with minimal disruption.
- Ensures that daily, weekly, and monthly statistics, are completed and continually modified to deliver the highest levels of support
- Ensure that deep and strong relationships are built with clients by visiting them, calling them for feedback and getting helpdesk team members out to site
- Ensures that decisions made to improve the overall client experience of the Helpdesk are continually carried through
- Actively courts feedback from team and clients on the helpdesk
- Coordinate training requirements of Helpdesk team
- Provide leadership by projecting a positive attitude, being part of the team and leading by example
- Solve problems and make decisions on a daily basis relative to Helpdesk responsibilities.
- Meet regularly with the Technical Consultants, Account Manager and Office Management team, attend key meeting both in the local office and across the border business as required.

We are looking for someone with a strong technical background, with 2 years + experience in working on a busy helpdesk. Relevant technical qualifications would also be an advantage.

#### **The Commercial Knowledge and Skills You Need**

- Experience leading a team
- Use of CRM / Helpdesk system
- Troubleshooting / questioning skills
- Communicate effectively with all levels in client
- Time Management / organisation to help manage your workload

### **The Attributes You Need to do the Job**

- Broad technical knowledge
- A genuine interest in technology
- Friendly and personable
- A good and willing communicator
- An owner/driver, you must want to take ownership of clients, calls and relationships
- You must be able to work as part of a team or on your own
- Willing to develop your IT skills
- You will know the 'fix' is only the result, it's the 'experience' that matters
- Common sense and the ability to apply common sense
- Customer service experience or leaning
- Professional image

*CIT is driven not only by our clients and our fantastic relationships with them, but also our amazing team. We are not just a successful business, we are a family. People matter to us – their opinions, their ideas, their development and most importantly their happiness is valued above all else, as they are the key to our success. With this in mind we try to make sure that the benefits that we offer to our team reflect the high value that we place on them. We offer private healthcare schemes, an employee assistance programme, access to an exclusive discount website, eyecare vouchers, a cycle to work scheme, long service awards, and quarterly team nights out. We also carry out bi-annual development reviews for all of our team members, giving them the opportunity to discuss their career and their training and development. Our team are the best in the business, so training is very important to us – we provide internal and external technical and soft skills training, and support our team by paying for them to take the exams that they need to gain valuable, industry recognised qualifications to develop their knowledge and expertise.*

**Please check out the privacy notice for candidates on our website - see link below:**  
**<https://www.complete-it.co.uk/privacy-notice/>**