

## Service Desk Manager

### About the role:

An opportunity has become available on a full-time permanent basis within our rapidly expanding Technical team. We're looking for a dynamic Service Desk Manager to fully manage and grow our help desk whilst continuing to provide a best in class IT function to our customers.

Reporting to the Technical Director, this candidate will act as technical support to deliver an outstanding service to customers, help with the development of the role and the wider service desk team, oversee the service desk as a whole and manage a high volume of support requests.

The ideal candidate will have experience providing technical support within an Education environment and supporting customers with Windows, Google G Suites and Smoothwall.

Previous exposure working with Autotask or a similar help desk system is preferred but not essential.

### You will be responsible for:

- Providing technical support to our Customers. You will ensure a high level of customer service is always maintained in a professional and efficient manner and within the agreed timescales and SLAs.
- Responsible for the smooth and efficient running of our busy Service Desk, ensuring that tickets are being prioritised accordingly and the customer needs are being met.
- You will act as point of escalation for the Service Desk
- Ensuring that all customers are kept informed with ticket progress.
- Overseeing the day to day management of support request and incidents
- Develop the Service Desk with the use of Autotask Working with the Senior Management team to grow and develop the Help Desk
- Looking for ways to continuously improve processes and how we deliver support to our customers.
- Onboarding new customers to our Service Desk ensuring a smooth transition from active project to support
- Acting as the implementor for any agreed improvement actions as agreed with the Technical Director.
- Analyse common problems and aim to find a solution.
- Assisting with recruitment of service desk engineers when necessary
- Full management of major incidents, ensuring that any / all customers affected are kept well informed. This includes incident reporting (i.e. documentation) on resolution.
- Scheduling of engineers to client sites and / or assistance on project work as needed.



September 2020

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## Key Skills:

- Providing an excellent customer service to our clients
- The ability to communicate effectively both verbally and in writing
- Previous experience managing or leading a team. Drive engagement and motivation within the team.
- Supporting the team by responding and resolving tickets effectively and efficiently
- Strong attention to detail
- Pro-active and solution driven
- Ability to learn quickly and exercise initiative
- An understanding of Windows, Google G-Suites and Smoothwall.
- Proven ability to lead and motivate a team, as well as encourage development and personal growth.

## Why Vital York?

Established in 1997, Vital York has a key focus in the Education space delivering a range of IT managed services, cloud hosted services, Device as a Service, Internet Service Provision, Trust onboarding, Google services (G Suite) implementation as well as many more.

We pride ourselves on providing a customer focused approach and align ourselves as an extension of our customer's IT team. This means we seek the same goals as our customers in ensuring a fit for purpose solution, built upon tier-one infrastructure and supported by first class support.

Growing from our inception in providing IT support to a single school, to doing so across the entirety of York, our growth has led to significant investment in our business. We recently formed a strategic partnership with Academia Technology Group and now can leverage the resources and partnerships that Academia boast. This ensures that we can provide the same focused approach, powered by a larger UK-leading reseller.



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