

Service Desk Manager

Salary £40,000 - £43,000 per annum

Company Benefits

- 31 days annual leave, rising to 34 days (inclusive of Bank Holidays)
- Your birthday off every year
- Excellent colleague and client retention
- Learning and development scheme with opportunity to complete company paid qualifications.
- Use of the latest technology
- Personal technology purchasing scheme.
- Great team culture and environment
- Employee and client referral bonus scheme.
- Summer and Christmas events
- Established for 40 years +
- Casual dress code in the office
- Hybrid working
- Discretionary pro-rata bonus
- Company branded workwear
- Free fruit in the office
- Free tea & bean to cup coffee
- Life Insurance

Company Facilities

- Modern air-conditioned offices
- Onsite café, restaurant, nursery, gym, sports pitches, woodland walks, cycle parking, showers
- Free car parking
- Staff kitchen area
- Disabled access

At Timewade we are proud to be one of the South West's longest established providers of IT solutions. As a family run Managed Service Provider, our commitment is to have a complete understanding of our client's businesses so that we can empower them to use technology to boost performance and deliver brilliant results.

The Service Desk Manager will oversee and be an integral part of daily service operations and ensure that reactive tickets are resolved by the team in accordance with agreed SLAs and client expectations. Additionally, the role includes direct management of the service desk team.

You will be ensuring that our service desk runs smoothly and that we provide a brilliant customer experience. As new tickets are created, you'll be overseeing priorities and ensuring that there is a plan to resolve. You will also foster a positive and creative environment where the team knowledge-shares and collaborates to always do what is right for our clients.

The service desk manager holds the service desk team accountable for deliverables, carrying out the required processes and tasks, providing great customer service and ensures that processes are followed through to completion. You will also develop our current processes and drive for service excellence in everything that we do.

We strive to provide an unrivalled superior customer experience therefore the ideal candidate will have the ability to build excellent client relationships and communicate effectively with all employees and customers regardless of role or technical knowledge.

At Timewade we use a hybrid working model, once you have completed your induction period you will be given the option to work from home for 1 day per week. You will be provided with a full home office setup consisting of a desk, chair and all the tech you need to be productive at home.

There may be an occasional requirement to travel to client sites to oversee works, client onboardings and also for training purposes.

Working hours are 08:30 to 17:30 Monday – Friday, with flexibility of adopting 07:30 to 16:30 should you so wish

This is an excellent opportunity for career progression, you join at an exciting time where the business is growing therefore likely to offer some of the following career progression opportunities over the coming years that you may wish to pursue, including, Professional Services Manager, Technical Security Manager and Operations Manager.

Forged by our team, the Timewade values represent who we are, how we work and the high standards we consistently strive for and achieve: Build partnerships, Be Professional, Drive Results, Building Your Future and Empowering Excellence.

Key Responsibilities

- **Service Desk Operations:** Manage daily operations to ensure Service Desk KPIs and SLAs are met.
- **Team Leadership & Management:** Oversee, mentor, and support the Service Desk team, including recruitment, onboarding, performance management, and development.
- **Continuous Improvement:** Identify areas for improvement, reduce recurring tickets and enhance the client experience and team efficiency.
- **Resource & Capacity Management:** Allocate resources, prioritize workloads, and manage service desk capacity to ensure smooth operations.
- **Process & Procedure Adherence:** Ensure alignment with best practices, maintain service desk procedures and manage incident & ticket resolutions.
- **Escalation & Issue Management:** Act as the escalation point for service-related issues, internally and externally
- **Customer Experience & Relationships:** Improve client experience by resolving issues and fostering positive relationships with customers and suppliers.
- **Documentation & Service Understanding:** Maintain an understanding of services offered and ensure up-to-date documentation and progress tracking.

Experience

You will have:

- **Technical Experience:** Experience in a Service Desk Analyst/support role with proficiency in various technologies.
- **Experience:** Minimum 2+ years in service desk management.
- **People Management:** Strong people management skills with a focus on people development.
- **Problem Solving & Analytical Skills:** Excellent problem-solving abilities, analytical skills, and a hands-on approach to ownership of issues.
- **Resource & Time Management:** Strong resource planning and time management skills to prioritize tasks effectively.
- **Communication & Client Relations:** Excellent communication, listening, and client relationship management skills, with a confident telephone manner.

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- **Attention to Detail:** Meticulous in completing multi-step tasks and ensuring accuracy.
- **Experience with Third-Party Suppliers:** Familiarity working with third-party software and hardware suppliers.
- **Pressure Handling:** Ability to manage high-pressure situations, particularly during priority 1 incidents, and communicate effectively with stakeholders.
- **Solution-Oriented:** Ability to find solutions to unfamiliar issues independently.
- **Commitment to Development:** Willingness to undertake ongoing training and development, and ability to work within set guidelines. Commutable to Exeter office.

The ideal candidate will also have the following **desirable skills:**

- **Systems & Technologies:** Knowledge of Microsoft Windows Workstation and Server OS, Active Directory, Group Policy, Microsoft 365, and backup solutions.
- **Virtualisation & Networking:** Experience with server virtualisation platforms (VMware, Hyper-V) and networking equipment (routers, switches, firewalls)
- **Backup Technologies:** Familiarity with disaster recovery solutions.
- **Managed Service Provider (MSP):** Previous experience working in an MSP environment.
- **Command & Scripting Tools:** Proficient in using command prompt, PowerShell, and ConnectWise Manage & Automate products.
- **VoIP & Teams Systems:** Knowledge of hosted VoIP systems and Teams phone systems.
- **Apple Technology:** Experience supporting Apple devices and systems.
- **Industry Qualifications:** Possession of industry-recognized certifications like MTA, MCP, MSCA, CompTIA A+, CompTIA Security+, CompTIA Network+, and ITIL.
- **Third-Party Management:** Experience in managing third-party services and vendors.

Please Note: Although we are looking for someone with experience for this role, if you have the practical experience but have not undertaken official courses in management, the business will fund and support you in achieving this.