



IT Support Service Desk Manager

Job description

Bluebird IT Solutions a rapidly growing IT company situated in Toronto and are looking for a dynamic, hardworking individual who can lead our IT Help Desk service and support team.

Role and responsibilities

The role of the Service Desk Manager is to oversee the production of the Service Desk Dept. and to ensure of the high quality of services our company is known for is exceeding our clients' expectations.

To see that the help desk team, the Network Operation Center, the Security Operation Center and Cloud Services are fast, friendly, and efficient.

Responsibilities:

The Service Desk Manager works directly with the various leads of the sections under him/her and when no one on post, with the staff responsible for caring for those functions.

The Service Desk Manager ensure:

- That his/her department delivers unmatched customer service through friendly, effective, and competently delivered IT support from all three help desk tiers and the service desk.
- To make sure that the backend, network maintenance & monitoring, backups, etc. are done for the clients that are signed up for these services.
- To ensure that the IT infrastructures services by our company are secured and to prevent threats by monitoring the security network.

- To see that the Cloud Services are being maintained and operational for our clients. Basically, seeing that the Office 365 are operational, managing the users for our clients, etc.

Summary of the basic functions and tasks of the Service Desk Manager:

1. To monitor the production of your department using KPIs (statistics)
2. To ensure that clients receive superlative IT Support from all the sections in the department.
3. To work with the Leads and Heads of Sections in making sure that friendly, fast, and effective IT support is being delivered to our clients.
4. To monitor the attendance of the staff in your department.
5. To administer light disciplinary actions ranging from mentioning infractions to participate collaborate with Performance Improvement Plans to sending a staff home for no more than a day.
6. To inform HR of any disciplinary actions taken and advise on heavier disciplinary actions as well.
7. To see to the proper onboarding of new staff.
8. To see that the Leads manage their team's production by monitoring them e.g. call audits are being done.
9. To make sure that the various procedures such as escalations, answering the calls properly, ticket management, etc. are adhered to.
10. To participate in the hiring of new technical staff that will be placed in the Service Desk Dept.
11. To participate in the performance reviews and see that the staff are improving their technical skills.
12. To coordinate with the Project Managers and Deployment in making sure that enough Help Desk staff are in the office to handle the call load.
13. To manage the NOC team and use their potential not only to reactively deal with issues but to be proactive in maintain well-functioning networks for our clients.
14. To liaise with the Project Manager to see that newly onboarded clients are properly set up by overseeing the NOC team.
15. To establish the emergency/on-call schedule for the department and that it is adhered to.

16. To be flexible and pitch in when a team member needs help.
17. To ensure that all staff have a proper training program designed for each of them personally by the Qualifications Division in liaison with the IT Services and Support Manager.
18. Help develop company policies that will improve the performance of the department.
19. Identify and resolve employee concerns/complaints (liaises with HR as needed).
20. Maintain positive and healthy relationship with various teams to ensure customer service effectiveness.
21. Manage and respond to customer escalations

This is a very busy position and a very important one at that!

We expect you to be having a good grasp of IT Support and experience in providing support in that field.

Job Types: Full-time, Permanent. This is a salaried position.

Benefits:

- Casual dress
- Dental care
- Extended health care
- Profit sharing

Schedule:

- 8-hour shift
- Monday to Friday

Supplemental pay types:

- Overtime pay.

Experience:

- IT Help Desk Support: 3 years (required)
- Managing a Help Desk Call Center: 3 years (required)