Service Desk Manager

Full-time. Based in Huntingdon, £35-40k plus benefits

ILUX is an industry-leading IT support and consultancy business renowned for its commitment to delivering innovative IT solutions to businesses of all sizes. Our steadfast dedication to client success drives us to seek a highly proficient and visionary Service Desk Manager to lead our service desk team.

As the Service Desk Manager at ILUX, you will assume a pivotal role in ensuring the seamless operation of our service desk and the consistent delivery of exceptional IT support services. Your multifaceted responsibilities will encompass team leadership, strategic management, process optimisation, and a relentless pursuit of service quality improvement. We seek an individual with profound IT service management expertise, exceptional leadership prowess, and a proactive approach to resolving complex IT challenges.

Team Leadership and Development

- Recruit, onboard, and mentor a diverse team of service desk analysts, ensuring the highest level of technical competence and customer-centricity.
- Foster a collaborative, innovative, and results-driven team culture.
- Set clear performance objectives, conduct regular performance assessments, and provide ongoing feedback and coaching.
- Develop tailored training programs to enhance team skills and certifications.
- Lead, manage and develop the Service Desk team to ensure they work efficiently and autonomously.
- Identify and develop efficiency strategies for the benefit of the department.
- Identify and manage employee performance-related issues, escalating to HR as required.
- Review and maintain a skills matrix and career progression plan for all Service Desk roles.
- Define and communicate a compelling team vision, aligning it with the organisation's strategic objectives.
- Develop and execute comprehensive training programs, ensuring continuous skill enhancement and certifications for team members.

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Service Desk Operations Excellence

- Oversee the day-to-day operations of the service desk, ensuring swift, accurate, and client-focused resolution of issues.
- Implement and enforce robust ticket management processes, encompassing efficient ticket routing, escalation, and follow-up procedures.
- Continuously scrutinise and optimise service desk workflows, procedures, and resource allocation, striving for peak operational efficiency.
- Champion implementing and adhering to industry-leading best practices and ITIL-aligned service management processes.
- Address and resolve escalated customer enquiries and support tickets
- Develop and implement service desk policies and procedures, ensuring compliance with industry standards and best practices
- Define, review, assess and implement KPIs, SLAs, processes and procedures to continually improve our performance, manage those standards, and achieve 100% overall customer satisfaction.
- Implement new systems and tools to improve overall support performance and customer satisfaction.
- Provide regular reporting on service desk performance to senior management.
- Coordinate and manage client relationships related to service desk operations.
- Continuously monitor support processes to identify improvement areas and necessary changes.
- Encourage open team discussions on ticket types/issues and potential steps for resolution.
- Continually monitor and manage ticket levels to ensure consistently high service levels.
- Ensure that the Service Desk Team clearly defines and understands the escalation flow for incidents and requests.
- Ensure adequate analyst cover during office hours, managing leave requests appropriately.

Client Relationship Management

- Act as the primary point of escalation for complex technical issues, orchestrating their prompt resolution and ensuring utmost client satisfaction.
- Develop and maintain client relationships by proactively engaging with clients to understand and address their evolving needs and concerns.
- Deploy regular client satisfaction surveys, methodically extract actionable insights, and lead targeted initiatives to elevate service quality.

Performance Metrics and Insightful Reporting

- Define, monitor, and meticulously report on key performance metrics associated with service desk operations, offering data-driven insights into performance and areas for improvement.
- Harness the power of data analytics to unearth trends, service gaps, and resource optimisation opportunities.
- Produce comprehensive and insightful reports for senior management and clients, offering strategic recommendations to enhance service quality.

Continuous Service Improvement Initiatives

- Proactively identify opportunities to enhance service desk processes, tools, and technologies, employing innovative thinking and cutting-edge solutions.
- Take the lead in spearheading transformative projects to introduce automation, self-service capabilities, and advanced knowledge management systems.
- Foster a culture of continuous improvement within the service desk team, driving tangible advancements in service quality and operational efficiency.

Compliance and Security Adherence

- Ensure strict adherence to industry compliance standards and rigorous security protocols within service desk operations.
- Lead initiatives to establish and reinforce security best practices, concurrently educating team members on the significance of cybersecurity awareness.

Qualifications:

- A Bachelor's degree in Information Technology, Computer Science, or a related field (or equivalent experience).
- A wealth of hands-on experience in IT support and service desk management, ideally within an MSP environment.
- Exceptional leadership, team management, and interpersonal skills.
- Profound expertise in IT service management frameworks (e.g., ITIL) and best practices.
- Exceptional problem-solving and decision-making capabilities.
- A deep understanding of IT security best practices.
- Familiarity with a wide spectrum of service desk tools and software.
- Exceptional communication skills, both written and verbal.
- Relevant IT certifications (e.g., ITIL, CompTIA, Cisco) are a definite advantage.