

Help Desk Manager

Benefits: Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

Salary range: \$30.00 to \$40.00 hourly
Employment status: Contract / Temporary

Description

The Help Desk Manager is responsible for overseeing the day-to-day operations of the help desk team, which provides technical support to employees or customers. Their primary role is to ensure that the team is providing timely and effective support to end-users, resolving technical issues in a timely and efficient manner, and maintaining high levels of customer satisfaction.

Key Responsibilities:

Manage Help Desk Operations:

- Establish and manage the help desk team's work schedules and ensure adequate staffing levels to meet support demands.
- Assign and prioritize support tickets to team members.
- Review and analyze support tickets to identify trends and recurring issues to address.

Provide Technical Support:

- Provide technical support and guidance to help desk staff as needed.
- Act as an escalation point for complex technical issues.
- Identify and recommend process and system improvements to increase the efficiency and effectiveness of the help desk operations.

Ensure Customer Satisfaction:

- Develop and maintain strong customer relationships and act as a point of contact for escalated customer issues.
- Monitor and analyze customer satisfaction metrics to identify opportunities for improvement.
- Work with other departments to address customer concerns and issues.

Manage Help Desk Tools and Systems:

- Manage and maintain the help desk tools and systems, including ticket tracking software and knowledge management systems.
- Identify and recommend new tools and systems to improve the help desk operations.

Requirements

Key Skills and Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or related field.
- 5+ years of experience in technical support or related field.
- 2+ years of experience in an I.T. supervisory or management role.
- Strong knowledge of IT service management principles and best practices.
- Excellent communication skills and customer service skills.
- Experience with ticket tracking software and knowledge management systems.
- Strong problem-solving skills and the ability to think creatively.
- Ability to manage multiple priorities and meet deadlines.
- Ability to work independently and as part of a team.

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