JOB DESCRIPTION

Service Desk Manager

Responsible to: Operations Manager

Immediate Subordinates: None

Salary: £48,000 to £58,000 plus benefits

Who We Are

Based in the North-West, TNP supplies independent consultancy allowing large organisations to design, build and operate their own networks independently of the established telecoms companies.

A large proportion of TNP's customer-base is public sector, offering services to local authorities, health and education, including provision of managed Wide Area Networks, Local Area Networks, Wireless LAN and Security

Underpinning this, TNP operates its own carrier class ISP network providing high speed Internet access to enterprises.

TNP is engineering led and the Service Desk Team are frequently seen as an extension to our customer's internal helpdesk. We develop close relationships with our customers and as such hire based on experience and for future potential. We want to make sure we have the best people for the job and provide genuinely equal opportunities for our people to thrive. Our recruitment process is designed with inclusion and equity at its core.

Role Introduction

We are looking for an enthusiastic, high calibre **Service Desk Manager** to join our dynamic company.

You should have a proven track record of working in a technical service desk environment, ideally in a supervisory or management role. Experience of customer SLA management, recruitment and performance monitoring would be advantageous as well as experience of public sector or ISP operations.

You will manage TNP's Service Desk team, providing exceptional leadership and inspiration to the existing team of technical staff who provide 1st and 2nd line support to our customers via phone and email.

This is a fantastic opportunity to join a growing company at the forefront of Network Engineering in the North West.

What You Will Do

The successful candidate will manage the day-to-day running of the TNP Service Desk, ensuring that logged faults, alerts and change requests are dealt with promptly and efficiently.

You will be responsible for a team of Engineers, Technicians and Service Desk Analysts who in turn provide support and engineering services to a range of customers.

The TNP Service Desk encompasses the Network Operations Centre (NOC) and Technical Support function, ensuring that customer requests (faults and service requests) are dealt with promptly and efficiently, SLAs are met and high-quality customer service is provided.

Candidates should have a keen interest in computer networking coupled with a broad understanding of LAN/WAN design, network configuration, TCP/IP and other major networking concepts. You will also have an awareness of other

The Networking People (TNP) Limited   Tel: 03456 800 659   Email: info@tnp.net.uk
Caton Road, Lancaster, LA1 3PE   www.tnp.net.uk

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relevant areas of telecommunications such as Network Security/Firewalls, Openreach and wholesale circuits, LLU and fibre/DWDM technologies.

MAIN DUTIES

1. Ensure the Service Desk meets SLA targets and expectations for customer service and support performance.
2. Preparation of detailed SLA performance stats
3. Effectively manage, develop, and train the Service Desk team.
4. Ensure that all processes used by the Service Desk are thoroughly documented, consistently audited, and regularly improved.
5. Conduct and share results from service and operation performance reviews.
6. Promote the Service Desk with senior management team providing performance reports and improvements.
7. Ensure the Service Desk provide exceptional level of customer service
8. Promote a positive culture within the team, backed by TNPs engineering led, customer-focussed ethos.
9. Coordinate and manage all relevant stakeholders, including the Service Desk team, customers, and other teams that are involved in Service Desk operations.
10. Supervision of the Service Desk team

    a. Management of rota and scheduling for Service Desk cover, out of hours cover and on-site visits to customer sites

    b. Ensure reported faults and customer service requests are appropriately triaged and prioritised by the Service Desk.

    c. Manage service request escalation directly from customers or Service Desk team members.

    d. Manage competency matrix for all Service Desk staff and identify gaps in knowledge

    e. Providing regular statistics and reporting on the performance of the Service Desk.

    f. Actively review and improve the processes of the Service Desk and engineering team.
11. Managing scope of the Service Desk Team

    a. Internal Documentation of new supported services

    b. Arrange internal and external Technical training for Service Desk staff

    c. Produce support documentation to be sent to customers
12. Point of contact for customer escalations and complaints.
13. Provide performance reports to the Operations Manager at agreed intervals.
14. Manage the Service Desk best practice documentation and undertake a continuous programme of process improvement via team meetings, feedback from staff and customers and Ops Board.
15. Liaise with TNPs implementation teams to ensure smooth handover of new services to live operational support.
16. Understanding of the company's technical product set and ability to keep abreast of developments
17. Such other duties appropriate to the grade as may be directed by the Board of TNP or by its nominated representatives.

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Person Specification

Criteria	Essential / Desirable	Application form / Interview
Experience of working within a technical Service Desk environment	Essential	Application form / Interview
Experience of scheduling teams and ensuring the effective use of available resources	Essential	Application form / Interview
Experience of managing a service desk ensuring incoming calls are prioritised and dealt with promptly as well as being a point of escalation.	Desirable	Application form / Interview
Ability to produce detailed and clear performance statistics for internal and external use	Desirable	interview
Technical understanding of network and security products sets and ability to keep abreast of technological developments	Essential	Interview
Track record of delivering excellent customer service across a range of customers and IT sectors	Essential	Interview
Excellent communication skills, both written and verbal coupled with an ability to maintain confidentiality.	Essential	Application form / Interview
Enthusiasm and a demonstrated capability for problem solving, with an ability to identify, prioritise and focus on key issues.	Essential	Application form / Interview
Ability to work both independently and as part of a team, with minimum day-to-day supervision. Commitment to approaching tasks with flexibility, proactivity and completion to a high quality of workmanship.	Essential	Application form / Interview
Ability & willingness to undertake relevant professional qualifications	Essential	Interview
Commitment to undergo further training through operational requirements and personal development	Essential	Interview
Full UK Driving License	Essential	Application form

SPECIAL CONDITIONS

Disclosure and Barring Service (DBS) is a condition of initial appointment.

Non-Police Personnel Vetting (NPPV) clearance may be required depending on the role.

The post requires the ongoing possession of a full, valid driving licence.

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What We Do For You

- Generous Annual Leave – 25 days, plus public holidays, with the option to buy additional days
- Additional Benefits – Exclusive employee discounts & benefits portal
- Private health care
- Annual performance-based bonus scheme
- Company Pension Scheme
- Hi-tech, modern office space in Lancaster with free parking, free hot drinks and fruit provided.
- Free company events.
- Annual pay reviews.

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