

Service Desk Manager



Job Title

Service Desk Manager

Department

Service

Reporting To

Manmit Rai, Operations Director

Our Company

Wanstor is an IT Solutions Company celebrating their 16th year in business. The company has grown year on year and now has a service team of over 100 staff. With IT Support Offices in central London and Manchester, we are well placed to meet our customers' needs for a quick response.

We provide a range of hosted and deployed services for customers small and large. Our hosted solutions include hosted Email (Hosted Exchange), Hosted online back-up, Hosted Desktop, and Hosted Network Monitoring. Wanstor provide a full support service which includes 24-hour helpdesk, network monitoring and on-site support.

Wanstor's clients provide a wide variety of fascinating opportunities for motivated technical staff. We employ service-oriented technical experts to work within our service team delivering a variety of hosted and deployed solutions.

We are a growing company with dedicated teams managing networks, storage and colocation. Our customers are some of the biggest brand names in the UK, and our consultants some of the most skilled networking experts in the country.

As a service-centric organisation, we see people as our best competitive advantage as we strive to provide an unsurpassed service to our customers. We expect a lot but at the same time are extremely supportive as we look to help realise each person's potential in building a successful career with Wanstor.

Culture & Benefits

We align ourselves to a core set of values and behaviours:

- + **Customer focussed:** You put your customers at the heart of what you do, and think about their needs at every decision point
- + **Proactive:** You anticipate and act on potential issues to ensure positive outcomes
- + **Growth-mindset:** You learn from mistakes, embrace change, and seek to continuously improve
- + **Integrity:** You do what is right, not what is easy.
- + **Teamwork:** You collaborate and communicate to achieve the best outcomes for your team and customers

We strive to make Wanstor an enjoyable place to work in a number of ways:

- + Central London office location – a couple of minutes' walk from London Bridge station, or 20 minutes from Waterloo
- + Unlimited access to thousands of courses and videos on a wide-range of topics at home and in the office through a LinkedIn Learning subscription
- + Regular office social events and activities, such as weekly BBQ on our terrace in the summer, Friday treats, and Summer & Winter events
- + Opportunity to work within a high growth business with many opportunities for role to develop alongside company growth
- + Commitment to reducing our carbon footprint through the Cycle to Work scheme and availability of bike lockers and staff showers

The Opportunity

Summary of Job Function

The Service Desk Manager oversees our 24/7/365 service desk team providing an internal IT department to our customers. You will lead a team of service desk team leaders and engineers providing them with clear KPIs required to deliver a successful support service.

Role & Responsibilities

- + Onboard new customers into Wanstor's Service Desk ensuring a seamless support transition is delivered
- + Successfully lead & manage the Service Desk Team, driving a culture of service excellence, continuous improvement and delighting our customers
- + Line management of technical and team lead staff members, including one-to-ones and annual reviews
- + Create, report on and improve key Service Desk performance metrics (ticket volume trends, first line resolution rate, SLAs, response time, wait time, resolution time and customer satisfaction)
- + Drive Continuous Improvement actions assigned by senior management;
- + Ensure KPIs set for Team Leaders and Technical staff are met on a daily basis, including time logging, tickets logged/resolved and customer satisfaction scores,
- + Take ownership of P1 tickets and driving to resolution ensuring the customer is kept informed at all times and ensuring SLAs are met
- + Working with the project team to transition projects to internal support services
- + Deliver continuous service improvement objectives set by the senior management team
- + Recruit engineers necessary to run a successful service desk
- + Attend key customer service meetings
- + Proactively report service desk metrics, successes and areas requiring attention to the senior management team
- + Management of major incidents and high priority tickets ensuring SLAs and customer expectations are met

About You

The ideal candidate will be an excellent leader and will have experience in recruiting and managing technical staff from a variety of disciplines to produce results in a timely and efficient manner. The incumbent will also be able to develop efficient strategies, tactics and measures.

Skills and experience

- + Experience within a Managed IT Services (MSP) environment in the capacity of a Service Desk Manager, coupled with a proven record of continuously improving support services delivered to customers
- + Sound knowledge of ITIL with the ability to apply methods improving the services delivered to customers as well as the working environment of the engineering team
- + Excellent knowledge of IT products and services enabling explanation of technical concepts
- + Excellent report writing skills
- + Outstanding leadership and organizational skills
- + Excellent communication skills
- + Excellent problem-solving ability
- + BSc / BA

