

Service Desk Manager

Reporting to	Operations Manager
Location	No.1 Spinningfields, Manchester
Contract	Permanent
Package	Competitive salary + benefits

Work with us

At Nomical we pride ourselves on our creative and scalable solutions. From cloud to connectivity to collaboration, we develop and support a spectrum of bespoke, cutting edge tech across a broad range of industries. Founded in 2006, we continue to grow and innovate. At the end of the day, we love modern tech and we love making our customers happy.

What it's like to work here

We love what we do and embrace constant change, even if that means breaking our own mould (especially when it means we get to tinker with new toys!)

We're a diverse bunch with many different backgrounds, interests and perspectives. We believe this is what makes us strong as a team and ultimately successful.

Our HQ is in one of Manchester's newest buildings, No.1 Spinningfields. It's a vibrant office with plenty of break out areas so you can find your ideal work environment, whether that's at a desk or on a sofa. We even have a barista on site for all your re-fuelling needs.

If you consider yourself a doer, an eager learner and you are kind and thoughtful in everything you do, then we could be a great fit and we want to hear from you.

Your role

As the Service Desk Manager, you will be responsible for the overall management, leadership and development of the Support Team, embedding a hard-working and collaborative team culture and promoting an ethos of service excellence to all customers and stakeholders (both internal and external) of the Company. You will ensure that all support tickets are managed appropriately, and that core customer objectives and SLA's are met.

You will be expected to deliver and implement key strategic management plans and continually improve the service delivery and culture of the team, including staff development and training plans, development of effective out-of-hours and 24-hour monitoring systems, improve ticket ownership and management and in turn reduce open tickets and fault to fix (F2F) times (including first time fix rates). You will also take a leading role in the management of complex technical issues ensuring that work is carried out in a timely manner leading to prompt resolution.

You will be involved in projects relating to the implementation of new systems and services for both internal and external customers, with responsibilities including design and implementation, documentation, and ongoing improvements.

Your role will involve:

Management Responsibilities

- ▶ Management of the Support Team ensuring the effective leadership of staff, including mentorship and training in order to meet individual and team development needs
- ▶ Oversee and develop strategies to improve ticket ownership and management, reduce open ticket times and reduce fault to fix (F2F) times (including first time fix rates).
- ▶ Ensure a rota is in place along with robust procedures for the effective response to incidents that may arise based on 24/7 monitoring of core network infrastructure. Robust procedures are also required to be fully implemented and functional for any other high priority incidents that may arise and for which customers have contracted Nomical's services.
- ▶ Develop and implement the ticket management systems to provide effective management of tickets throughout the business whilst providing detailed and accurate monthly management reporting to the Operations Manager and the Directors based on clearly defined metrics as well as on an ad-hoc basis.
- ▶ Ensure that all customer contractual commitments are being delivered effectively including a review of support tickets and SLA deliverables.
- ▶ Develop and maintain an effective out-of-hours customer support system, including robust procedures.
- ▶ Promote an ethos of service excellence throughout the Support Team.
- ▶ Participate in the formulation and delivery of Nomical's customer Account Management system and where required liaise directly with customer contacts responsible for IT.
- ▶ Oversee performance management of team members including the management of absence/ sickness, time keeping and conduct and ensure that all staff members are aware of the expected standards and if required ensure appropriate management action is implemented.
- ▶ Manage staff development plans to enhance individual's technical skills development and career progression.
- ▶ Develop and implement a "quality" (high-standards) focussed team approach underpinned by robust processes and procedures to ensure consistency of delivery.

- ▶ Preparation of monthly support services management report for Operations Manager and Directors
- ▶ Monitor compliance with the GDPR, raising awareness, ensuring staff training is completed, and carrying out routine audits of systems.

Technical Responsibilities

- ▶ Ensure the effective monitoring and management of Nomical's core infrastructure and to take a leading role in the resolution of issues that may arise from time to time.
- ▶ Ensure networks are fully secure and protected and be responsible for aspects of security and configuration.
- ▶ Implement an effective system of "root cause" issue identification and fix procedures covering all incidents and tickets in order to reduce the number of incidents and tickets per customer over time.
- ▶ Ensure that patching and anti-virus software is up to date for all customers in accordance with a monthly cycle.
- ▶ Development and maintenance of systems and procedures for monitoring customer devices with a view to proactively engage customers on issues including warranty management, fault detection and prevention etc.
- ▶ Ensure accurate monthly reporting of customer estate information to the Operations Manager and Directors and the customers, clearly identifying areas of risk and following these up as appropriate with timely resolution.
- ▶ Manage the technical on-boarding of new customers ensuring that there are effective and adequate resources in place to successfully deliver customer requirements from a Support Services perspective.
- ▶ Lead and manage the implementation of ITIL as well as SDI and ISO accreditations within a reasonable period of time in order to demonstrate that Nomical's systems and procedures meet / exceed industry standards in the relevant areas. Provide complex technical support to the Support Services team to ensure prompt resolution of complex support cases.
- ▶ Provide an effective interface between Nomical's customers and service providers particularly when faults occur along the supply chain.
- ▶ Maintaining a good working relationship with third party vendors to ensure the needs of customers are met.
- ▶ Attend internal and external meetings, site visits with customers and/or suppliers as required taking a leading role in providing technical expertise, report writing, preparation of management information and presentations.

What we need from you

Management

- ▶ Significant experience of effective leadership, development and management of an IT support team in a technical service provider environment.

- ▶ Ability to inspire, engage and promote an excellent team culture and ethos of service excellence.
- ▶ Significant experience of operating at a managerial level responsible for delivering quantifiable results.
- ▶ Proven track record in performance management.

Customer Service

- ▶ Highly customer centric with a passion for providing excellence in customer service
- ▶ Polite, clear and pleasant telephone manner with an ability to convey a smile over the telephone
- ▶ Strong interpersonal and communication ability; tactful, diplomatic and sympathetic when dealing with customer problems. Shows empathy with customer issues
- ▶ Experienced and confident communicator, both from a verbal and email perspective
- ▶ Logical mindset and ability to rationally work through problems
- ▶ Experience of working within a busy customer service environment in a technical service provider role
- ▶ Experience in using and managing help-desk software
- ▶ Flexibility to assist and manage out of hours support tickets as required in support of customer's business needs is required

Technical Skills and Experience

- ▶ Excellent troubleshooting and resolution skills, with a logical approach to problem solving
- ▶ Knowledge of the ITIL framework
- ▶ Significant experience managing a virtualised hosting environment
- ▶ Significant experience of Windows Server configuration, administration, and troubleshooting
- ▶ Significant experience of configuring and managing networks, firewalls, routers and switches
- ▶ Experience and in-depth knowledge of managing Active Directory environments
- ▶ Experience of installing and configuring Microsoft Windows
- ▶ Proficient in the use of Microsoft Office
- ▶ Knowledge and experience of macOS (and previous versions of OS X) is an advantage
- ▶ A genuine interest in IT generally and good knowledge of current trends
- ▶ Strong desire to extend own experience and knowledge to the forefront of technology. A willingness to learn and not be afraid to get involved in unfamiliar areas of technology

Other Skills and Qualities

- ▶ The ideal candidate will be a bright and enthusiastic individual who is dedicated to achieving great results

- ▶ An intelligent self-starter with a keen eye for detail and the ability to work on own initiative and as part of a team
- ▶ Ability to prioritise work load efficiently
- ▶ Proactive and forward-thinking approach. Ability to think laterally and possess a strong problem-solving capability
- ▶ Ability to work as part of a close-knit team. Confident and with the ability to interact with other members of the team as well as senior management
- ▶ Ability to question existing processes and provide input to improve where necessary and to drive changes as agreed
- ▶ Ability to take initiative and ownership. If it needs doing, you do it
- ▶ Attend customer sites as required, potentially including overnight stays
- ▶ Full clean driver's license

This is a fantastic opportunity for an ambitious individual who is looking to grow, and work within a dynamic company with forward thinking colleagues.

How to apply

To apply for this position, please send us an email at jobs@nomical.com and include a copy of your CV.