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# Example of Desk Manager Job Description

Our company is searching for experienced candidates for the position of desk manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for desk manager

* Oversee staff activities
* Work with Subject Matter Experts to gain an understanding of their roles and backfill their positions as required supporting time-off / surging support
* Work with disaster recovery vendors on behalf of clients
* Development of appropriate long-term action plans to deliver solutions and services critical to both the day-to-day operation of the University and achievement of its strategic goals and objectives
* Operational resource plans and timelines for delivery of the team workload in accordance with programme and business as usual demand
* Budget submissions, input to business cases for new developments, tracking and monitoring of actual expenditure against plan
* Ensure compliance with Warner’s IT General Controls (ITGC) and Sarbanes Oxley (SOX) procedures, reviews and reporting, with special consideration to user on-boarding and departing
* Own the performance of the service desk as per the defined and agreed KPIs and SLAs, including customer satisfaction
* Direct management and organization of the service desk personnel to ensure efficient and optimum coverage (shift schedule, including language skills coverage as appropriate)
* Act as escalation point for customers and business units in case of major customer and service incidents and coordinate with account and service management teams

## Qualifications for desk manager

* Train, coach and mentor Service Desk Analysts (Level 1 - 2) including career development
* Sit, talk, and hear
* Read, write, and type
* Taste or smell
* Close or distance vision
* Minimum 3 years image and picture editing experience in broadcast or publishing