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# Example of Help Desk Manager Job Description

Our company is growing rapidly and is hiring for a help desk manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for help desk manager

* Performs hardware and software installations as needed
* Handles escalated calls or issues
* Assume responsibility for all CDC voice communications infrastructure (switches, PBXs, handsets, premise wiring, ), and provide life-cycle sustainment and maintenance for the duration of the contract
* Assume responsibility for all voice communications infrastructure equipment and provide for life-cycle sustainment and maintenance
* Actively manage all CDC voice infrastructure, accounts, and lines
* Lead, supervise, manage and mentor junior employees
* Provide advanced technical advice and guidance on installation, adaptation, configuration or enhancement of CDC PBX's cabling, DAS and UC/Lync
* Perform third tier problem resolution on the telephone with users, walks the user through a series of steps to determine problem and classify level, priority and nature of the problems and systems
* Provides training to customers
* Manages the Vendor break-fix relationship, ensuring SLA's are obtained and results are tracked and communicated

## Qualifications for help desk manager

* Advanced use of MS Office suite of products (Word, Excel, PowerPoint and Visio)
* Comfortable working in a very collaborative, fast paced, and agile environment
* Must have computer skills and possess a knowledge of computer
* Minimum of 2+ years in a Manager/Leadership/Coaching role preferably within a fast-paced, customer driven environment
* Proven, strong results in areas of service, leadership and associate retention in a customer-centric environment
* Flexibility/adaptability to change and manage multiple tasks/projects within a fast paced environment