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# Example of Help Desk Manager Job Description

Our company is growing rapidly and is hiring for a help desk manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for help desk manager

* Monitors performance and quickly adjusts process, staffing, to improve
* Evaluates and makes recommendations for process/procedure improvement
* Leads strategy for IT Help Desk service
* Prior to a project deployment, ensure that HelpDesk has information and procedures to support systems
* Introduce HelpDesk to associates of acquired offices and firms
* Work with the Regional Delivery Team to insure the appropriate level of support and to help the region reach the revenue targets
* Work with IHD in other Regions to improve process and cooperation
* Monitor open issues from tracking and voice mail systems
* Insure that staff documents all pertinent end user identification information, including name, contact information and nature of problem or issue resolution information
* Oversees the Global Technology Services (GTS) operations team delivery of service requests and incidents

## Qualifications for help desk manager

* Very strong interpersonal and enhanced communication skills
* Monitors client requests to identify systematic patterns which may require adjustment to policies and procedures
* Manages the relationships between senior management, the account management team, line of business, vendors, and external support teams
* Directs the design, implementation, and operation of technology or systems for help desk and IT Operations function
* Ensures adherence to policies, plan, objectives, budgets, and staffing allocations for the assigned site
* Manages the vendor break-fix relationship, ensuring service level agreements are obtained and results are tracked and communicated