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# Example of Help Desk Manager Job Description

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

## Responsibilities for help desk manager

* Own and mature the incident management process to ensure proper resolution, escalation, communication and customer satisfaction
* Manage staff members in their daily activities by communicating interviewing, job expectations, personal development planning, performance appraisals and goal setting
* Develop Service Level Agreements and measure performance
* Manage & coordinate 24x7 Level 1 GTS on Call support process
* Ensures team is in compliance with all regulatory controls and interpretations of the Information Security policy including, but not limited to SOX, PCI, ITAR
* Manages and maintains existing Service Management systems, Footprints
* Collaborates with management to develop helpdesk standards, research and procurement of relevant technology
* Manage the request and incident processes and act as an intermediate escalation point for urgent and complex support issues
* Schedules employees working times to ensure adequate staff coverage
* Hires, trains and develops team members

## Qualifications for help desk manager

* Provides leadership, coaching, and mentoring to all levels of staff
* BS degree in computer science, information technology, or another related field
* Five (5) years of IT support or technical environment with voice platforms experience
* Understanding of network issues
* Relevant voice experience
* Experience in LAN/network administration or systems administration in a relevant computing environment