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# Example of Helpdesk Manager Job Description

Our company is searching for experienced candidates for the position of helpdesk manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for helpdesk manager

* Ensure that the IT Help Desk is fully using appropriate knowledge management tools and practices in order to provide a more effective and efficient service to customers
* Contribute to the success of the business and assist in improving the overall customers experience within the team
* Create appropriate team KPIs to drive customer satisfaction
* Performs staff scheduling to ensure IT Support coverage during normal business hours and on-call support as required
* Carry out performance evaluations, hiring and disciplinary responsibilities
* Work together with the Business IT service Manager to invoke problem escalation procedures to coordinate recovery
* Assists in the development and implementation of quality improvement
* Uses management skills to successfully perform the planning, directing, reporting and administrative responsibilities of this position
* Serve as an escalation point in end- user support tasks in coordination with the IT Service Desk
* IT Support Associate staff

## Qualifications for helpdesk manager

* Intermediate level knowledge around technology support, help desk operations, and related tools commonly in use today
* Skilled at translating technical jargon into laymen's terms that are actionable, informative, or support the decision making process
* Ability to establish and manage positive partnerships with internal customers
* Ability to manage multiple high priority incidents
* Experience working in a formalized change and incident management environment
* Bachelor's degree preferred or equivalent in experience and education