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# Example of Helpdesk Manager Job Description

Our growing company is searching for experienced candidates for the position of helpdesk 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 helpdesk manager

* Responsible for performance of end user support service and end to end performance of incident management
* Understand the end user support service processes of Service Partners and analyze the same
* Improve the quality of service provided by the end user support service partners
* Secure the hand over between build and run activities during the transition period after closing
* Communicate support performance to Business Partners
* Formalize issues, follow up and escalation with service partners
* Propose improvements actions and follow-up action plans to achieve the quality of service expected
* Monitor user adoption for solutions and end user services and by type of user (by region, by profile) and define improvement plans (communication and change plan)
* Interact with Enterprise Architecture Team/Department that is responsible for support design activities (strategy definition, tools requirements, end user portal design,…)
* Interact with other towers for shift left opportunities

## Qualifications for helpdesk manager

* Proficiency in all applicable software/hardware applications, including Microsoft Office
* Prior leadership experience preferably in a Sales environment strongly preferred
* Ability to form strong relationships both internally and externally
* This position is located in Miami, FL
* Experience with Zendesk or other Helpdesk applications
* Deep knowledge of operating systems