Downloaded from <https://www.velvetjobs.com/job-descriptions/service-desk-manager>

# Example of Service Desk Manager Job Description

Our company is hiring for a service desk manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for service desk manager

* Lead and manage all business, technical, and education activities
* Ensure work completion within schedule, budgetary, and design constraints
* Create procedures and guidelines to ensure compliance with university policy
* May oversee or assist in preparation and submission of documentation, such as proposals, progress reports, or other contractual requirements
* Work collaboratively with colleagues to leverage the university/school's investments in information technology
* Provide strategic planning for own work group
* Collaborate with other support groups on campus to ensure seamless customer support experience
* Manage service delivery and the team’s monitoring of various support inputs
* Ensure the Service Desk is providing excellent end user support
* Overseas and drives Change and Release Management process

## Qualifications for service desk manager

* Ability to take control of issues and manage them to resolution in a complex, multi-stakeholder environment
* Highly developed time-management, financial management, Excel based reporting and organizational skills to manage multiple deadlines, operational issues, projects, results and priorities within a faced paced, dynamic and highly demanding environment
* University / College is preferred or equivalent work experience
* Industry-specific training relevant to IT
* Help Desk Manager Certification is an asset
* Minimum 5 years’ experience managing vendor provided Service Desk or similar 3rd party provided function