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

# Example of Service Desk Manager Job Description

Our innovative and growing company is hiring for a service 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 service desk manager

* Regularly monitor, review, and analyze operational and performance based metrics to determine/recommend opportunities for improvement and/or training initiatives
* Ensure Shift Leads (Day, Swing, and Mid shifts) are apprised of the service level performance (metrics), planned/unplanned outages, ongoing Engineering initiatives, and internal/external communications
* Monitor performance of all Shift Leads to ensure their shifts are meeting/exceeding all operational and performance metrics, following documented SOPs, and providing regular reports (as requested or directed) in a timely manner
* Ensure all incident and service request tickets are thoroughly documented per SOPs to include analysis of the incident/service request, troubleshooting and resolution steps takes, and follow up with customers (as necessary)
* Ensure all incidents and service requests are promptly escalated across Tiered support per SOPs
* Ensure all support personnel Service Desk and Systems provide prompt and professional service to customers and provide guidance to support staff as required
* Maintain enterprise awareness of system maintenance and outages, world events that could impact IT operations
* Communicate all planned/unplanned service outages to management, Engineering Leads, and Senior Watch Officers supporting the IT Operations Center
* Frequently communicate with Engineering Lead on upcoming projects, system maintenance activities, and unplanned events to ensure Service Desk and Systems staff are prepared to support the Department
* Frequently communicate with the Communications and Training Lead on providing targeted training opportunities based on the overall performance of the Service Desk and System Personnel

## Qualifications for service desk manager

* Assess the skills and experience possessed by staff assigned to the unit
* Ensure all staff is aware of performance expectations regarding their work performance
* Develop and implement a personal development plan with each individual, which is reviewed and updated at regular intervals throughout the year
* Provide formal performance assessments throughout the year
* Based on performance, make effective recommendations regarding merit increases, promotional opportunities and rotations for staff in unit
* Ensure that staff members follow required administrative procedures and codes of conduct