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# Example of Service Desk Manager Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of service desk manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for service desk manager

* Development of ITIL maturity
* Identify, notify, and address operational deficiencies with Program Manager and Engineering Lead
* Promptly notify management of potential system problems or customer issues
* Responsible for the management of policies and procedures related to Service Operation including Incidents, Events, Problem and Change management
* The Service Manager is also responsible for resource capacity planning, service process design, performance analysis, and developing proactive resolution plans
* Manage one of 7 localized End User Support teams
* Build amazing professional relationships with key internal stakeholders
* Oversee Incident Management, including incident creation, incident routing, immediate resolution tasks, and phone/email/chat response
* Deliver a Global Service Desk that has 24/7 coverage and availability
* Ensure knowledge base quality is consistently maintained, meaning useful to employees and customers alike

## Qualifications for service desk manager

* Take appropriate actions to resolve performance problems with staff
* Determine the aptitudes and career interests of staff in the unit and work with these individuals to develop personal development plans (including plans for training and work assignments designed to provide experience in particular areas)
* Provide counseling and mentoring to staff to help each individual achieve the objectives of his/her personal development plan
* Demonstrated Managerial experience demonstrated leadership in development of subordinate staff
* Have experience in an outsourcing engagement, supporting multiple customers with hundreds of servers of assorted hardware platforms and operating systems
* The Manager should demonstrate an understanding of the key functions and skill competencies required in that Department