



Example of Desktop Support Manager Job Description

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Our innovative and growing company is looking for a desktop support manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for desktop support manager

- Be part of a team that redesigns work flow to better utilize resources
- Provides technical expertise for all network users in the areas of training, problem resolution, hardware and software upgrades
- Complete and follow up on tickets queue's
- Candidate needs excellent interpersonal skills
- Leading and mentoring the North American team member, ensuring policies and procedures are adhered to
- Ensuring IT Support tickets are triaged and resolved within agreed SLA's
- Objective and KPI management
- Responsible for prioritizing, planning and executing IT Support tickets
- Monitor and identify trends or irregular activities within the IT Support ticketing system, and escalating these to the Global Service Desk Manager and relevant IT function
- Responsible for managing desktop hardware and software lifecycle, working closely with procurement and asset management on hardware and software demand

Qualifications for desktop support manager

- This will be a manager over Desktop Support and Depot operations to include

- Requires a bachelor's degree with at least 10 years of industry experience in the field and at least 5 years leadership experience, or an equivalent combination of education and experience
- Ability to work both tactically and strategically
- Ability to handle multiple tasks in a fast-paced and dynamic environment
- Ability to take initiative and to follow through on projects