



Example of Desktop Support Manager Job Description

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Our company is hiring for a desktop support manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for desktop support manager

- Proficient with Microsoft Office with an emphasis on Excel preferred
- Contribute to the IT knowledgebase, developing the internal and external support knowledgebase for 1st and 2nd Line support team
- Managing team performance, conducting regular one on ones to develop the personal and technical skills of the North American Desktop Support team, including appraisals and training plans
- Promote a professional environment at all times, providing a point of escalations for staff and the internal teams within North America
- Reassigning of P1 issues within the Global Service Desk model to ensure these issues are resolved in a timely manner
- Desktop Support Managers are responsible for all personnel administration within the department, including staffing, performance management, career planning, terminations
- May be responsible for overseeing other areas such as Asset Management, Systems Management, Help Desk
- Develop new or enhance existing processes and systems to ensure continued high service level expectations are met and exceeded
- Develop end user training and onboarding plans to increase the technical acumen across kCura
- Assist your team in troubleshooting and resolving problems for all networked devices (desktops, laptops, tablets, cell phones)

Qualifications for desktop support manager

- Endpoint Imaging
- Citrix XenApp and other virtual desktop management experience
- Microsoft Office including Visio and Project
- Microsoft Windows 7 and Windows 10 operating systems
- 5 years Desktop Services experience