



Example of Desktop Support Manager Job Description

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Our innovative and growing company is looking for a desktop support 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 desktop support manager

- Assist your technicians in managing their time and priorities to give excellent end user support
- Provide 24/7, 365 response, Tuning and performance, Proactive issues to maintain infrastructure, Troubleshooting/repair, Address issues that come up with user requests, installs, configurations
- Maintain emphasis on the importance of maintenance, interoperability, integration, to ensure business continuity and performance
- Execute defined standards for process and policy documentation, change control, software testing and qualification to meet the expectations of the business
- Collaboration with other teams to ensure Service Levels (SLA's) are in place and Key Performance measures KPI's are defined and agreed for Help Desk and Desktop Services
- Accountable for fulfilling SLAs on Greenbrier's Helpdesk and Desktop Support Ticket and Request queues
- Management of day to day activities ensuring focus on priorities, resolution of conflicts to meet services, improvement plans and risk remediation
- Act as a point of escalation for unresolved or escalated needs
- Establish and manage staffing levels using internal and external resources ensuring adequate daily and on-call support 365 days a year
- Ensure processes are in place to appropriately triage requests and issues and

Qualifications for desktop support manager

- IOS/Android support experience
- Extensive knowledge of support tools to troubleshoot MAC and Windows desktop hardware and software issues iPad and iPhone technology
- Minimum of 2 years' experience in a customer facing IT role
- SLA Management and Reporting experience
- Strong knowledge of computer hardware, software and network technology
- Knowledge of Kaspersky, CrashPlan, Casper, LANDesk, SCCM, Bitlocker, FileVault, VMWare, Adobe & Autodesk products, SVN and Microsoft Office