Our innovative and growing company is hiring 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

- Maintain and provide asset management reports on all deployed systems and software
- Help defining and maintaining hardware and software standards
- Manage coordination of equipment repairs for hardware, ensure patches are deployed, comply with licensing agreements for devices including network
- Create monthly dashboards based on defined SLAs and create action plans for driving better service solutions
- When needed perform the duties of subordinates, providing Level 1 and Level 2 support to all Greenbrier Companies and its affiliates
- Communicate with internal customers to inform and respond as required with a sense of urgency and empathy
- Ensure staff takes ownership of internal customer's problems, strive for first call resolution, and lead / drive proactively when dealing with issues
- Maintain a high level of Help Desk customer focus by prioritizing issues and communicating appropriately with external and internal customers
- Work with existing reporting and analytics tools to monitor Help Desk performance, identify and address areas of potential performance issues and monitor key performance indicators
- Ensure the Help Desks maintains a high level of responsiveness, communication, professionalism, and overall staff knowledge

- VDI/virtual environment support
- Strong organizational skills, with the ability to manage multiple tasks and update priority in a fast paced and dynamic environment
- Ability to mentor and train a 1st and 2nd line IT professionals
- ITIL or similar certifications a plus
- 2 Years management experience with HR accountabilities
- Prior experience with ITIL Foundations