



Example of Help Desk Manager Job Description

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

Responsibilities for help desk manager

- Performs hardware and software installations as needed
- Handles escalated calls or issues
- Assume responsibility for all CDC voice communications infrastructure (switches, PBXs, handsets, premise wiring,), and provide life-cycle sustainment and maintenance for the duration of the contract
- Assume responsibility for all voice communications infrastructure equipment and provide for life-cycle sustainment and maintenance
- Actively manage all CDC voice infrastructure, accounts, and lines
- Lead, supervise, manage and mentor junior employees
- Provide advanced technical advice and guidance on installation, adaptation, configuration or enhancement of CDC PBX's cabling, DAS and UC/Lync
- Perform third tier problem resolution on the telephone with users, walks the user through a series of steps to determine problem and classify level, priority and nature of the problems and systems
- Provides training to customers
- Manages the Vendor break-fix relationship, ensuring SLA's are obtained and results are tracked and communicated

Qualifications for help desk manager

- Advanced use of MS Office suite of products (Word, Excel, PowerPoint and Visio)
- Comfortable working in a very collaborative, fast paced, and agile environment

- Minimum of 2+ years in a Manager/Leadership/Coaching role preferably within a fast-paced, customer driven environment
- Proven, strong results in areas of service, leadership and associate retention in a customer-centric environment
- Flexibility/adaptability to change and manage multiple tasks/projects within a fast paced environment