

Role: Service Desk Manager
Reporting to: Head of Service Delivery

Job Description

To manage the Service Desk for dealing with internal/external customer enquiries and incidents for a global provider of low latency networks, market data and trading services for the banking sector. To manage the performance of Level 1 services & support to clients (internal and external) and ensure that service levels are achieved. To ensure that customer expectations are met or exceeded. Responsible for ensuring that staff are meeting and exceeding expectations in regards to performance, meeting defined metrics/benchmarks, and that standards and processes are followed and protocol observed to provide effective customer service and meet requirements through an ITIL framework. Ensure incidents are logged accurately and timely and passed to second line support teams, manage ticket systems, and be responsible for customer communications for service alerts and maintenance.

Overview

- Day-to-day Management of First line technical service desk to respond to internal/external customer incidents and queries via email and phone
- Monitor through internal monitoring systems including ITRS Geneos, Solarwinds, Corvil.
- ServiceNow is the ITSM of choice for Fixnetix
- Maintain ongoing communication of incident updates to customers provided by 2nd and 3rd line support teams
- Ticket management of Incidents, Problems Change and New Requests
- Maintenance schedules through the maintenance calendar and tasks
- Direct line management of a team of up to 12 including permanent and contract staff.
- The service desk is staffed with two roles, Service Desk Analysts (Administration) (4) and a 24/7 team of Service Desk Technical Engineers (8).

Key responsibilities

- Oversee the incidents, problems, change and requests. Manage and coordinates urgent and complicated support issues become the incident manager in major incidents. Act as escalation point for all incidents and requests. Develop and mature phone & email ticket escalation processes to ensure free flowing escalation and information within the organization. Determine root cause of issues and communicate appropriately to internal and external customers.
- Manage process for communicating outage/emergency activities to the organization. Manage vendor relationships as it depends on daily operational needs. Review survey feedback to improve services, tools and support experience. Keep confidential all applicant, client, and verification and company proprietary information.
- Provide data and reporting of KPI's and trends to Management and others in ad-hoc, weekly, monthly and as needed. Will drive Ticket and develop strategies for improvement. Work to make Service Desk the single source of service delivery channel for the company. Monitor and manage phone & email queue (participating in escalated calls as needed).
- Oversee Solutions repository on Confluence and ensure top quality solutions are available to the staff. Develops Service and Operational Level Agreements to set expectations and measure performance. Develops an effective and workable ITIL framework for managing and improving customer support in the organization. Advise management on situations that may require additional client support or escalation.
- Escalation may involve out of hours' support via phone or email
- Train, coach and mentor Service Desk Analysts and Technical Engineers including career development. Oversee staff activities. Builds/obtains (from other departments) training material for support staff. As needed, schedule employees working times and provide backup support.
- Interact with internal and external customers.
- Ensure that customers receive timely updates on incidents
- Ensure that customer incidents that occur across Fixnetix products or involve multiple 2nd line groups and 3rd Parties are coordinated so that the customer receives a consolidated response from Fixnetix.
- Maintain a calendar of maintenance requests on the network, data centers, exchanges and internal changes and ensure communication to customers with the appropriate information.

- Maintain the incident ticket database, ensuring incidents are set to the correct priority, state and are within SLA for response and resolution.
- Maintain ticket updates with accurate notes on current status
- Escalate to 2nd and 3rd line support teams, inform senior management teams of P1/P2 incidents
- Engage with third parties to provide Root Cause Analysis (RCA) for third party services
- Document internal time lines for resolved incidents where a RCA is required.
- Maintain accurate contact databases and records
- Attend and participate in daily Change Advisory Board meetings

Personal Profile

Must have:

- Drive to deliver outstanding customer service
- Willingness to learn and develop new skills
- Dedicated and able to work to deadlines
- Ownership and follow up skills
- Able to work both as part of a team or under own initiative
- Able to take responsibility for own actions and performance
- Have a positive attitude to customer problems and incidents in a high pressured environment
- Looking for progression within an IT or Service Management career

Specific Job Skills

Must have:

- Proven track record as a Technical Service Desk Manager
- Excellent written and verbal skills
- The ability to multitask across multiple incidents
- Understanding of SLAs and KPIs
- Ability to follow process and procedures accurately and without fail
- 1-2 years working Knowledge of ServiceNow (familiarity with CRM systems)



Beneficial

- Experience with telecommunications service provider
- Working knowledge with a managed services company
- Experience of Data Centers
- Exposure to the Banking sector

Computer / IT Skills

Must have:

- Experience/understanding of ITIL methodology
- Degree in Computing and or IT discipline
- Understanding of IP networks traffic, firewalls, routing etc.
- Good knowledge of Word, Excel, Outlook and other office applications
- Working knowledge of Visio for technical diagrams
- Experience of working in complex, high pressured environments within a 24-hour service structure

Beneficial:

- Cisco CCNA Qualification
- Service Now platform experience
- Previous experience of working flexibly