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## Service Manager, Permanent, Surrey

Surrey

Permanent Posted: Monday, 29 July 2013

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Applicants must be eligible to work in the specified location



### Service Manager, Permanent, Surrey

James Chase is currently working alongside a global software house to secure the hiring of a Service Manager to manage a number of customers and to ensure that the support service my client's customers receive is responsive and efficient. The ideal candidate will be able to use their experience and knowledge to guarantee the right prioritisation and action is taken by the Service Desk and Product Support Teams.

#### Key requirements

- Provide strong problem solving skills, with an understanding of technical issues and fault diagnosis
- Able to communicate confidently and concisely with the business and commercial awareness, keeping the customer on-side during difficult situations.
- Communicate directly with customers on a regular basis to strengthen the customers perception of the service offered by the service desk.

#### Duties and Responsibilities:

- Ensure incidents raised by or on behalf of their customers are correctly and efficiently managed by the support teams. Regularly review incidents to ensure the appropriate action is being taken
- Ensure incidents are managed through to resolution, with any underlying problems identified, communicated and resolved by the relevant teams. Track these problems with the production service raised by their client(s) through to resolution
- Act as a point of escalation for the customer. Facilitate communication on sensitive or complex issues with the customer and product support specialists where necessary

This is an exciting opportunity to work with a technology focused, fast based business and should not be missed!

Location Surrey, UK  
Industry IT  
Employment Agency [James Chase Solutions](#)  
Contact Holly Youdan  
Email [Contact This Employment Agency](#)  
Reference JS\_HY2476  
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