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IT Service Desk Manager

City of London - £50k - £55k per annum + Benefits and bonus

Permanent Posted: Monday, 29 July 2013

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Applicants must be eligible to work in the specified location



My client a leading financial institution is looking for an IT Service Desk Manager. The correct candidate will be a member of the Service Centre management Team and will be a major contributor to the area's evolving strategy and its implementation. The job holder will champion the IT Incident Management process ensuring integration with other processes and drive a programme of continuous service improvement in this area. There is a strong link between the IT Service Desk Manager and Problem Management and the role will involve working with the Problem Manager and other support and development teams to remove the root cause of IT problems. The IT Service Desk Manager will manage the Service Desk operation. This includes first line incident and service request call logging and resolution, management of repeat incidents to identify root cause and subsequent problem management.

The Service Desk Manager is responsible for:

- *Efficient and effective operation of the Service Desk ensuring high levels of performance and customer satisfaction.
- *Managing a team of knowledgeable service professionals working with the ITIL framework to meet the needs of our customers.
- *Managing customer escalations for service related issues and then reviewing and implementing revised procedures to reduce the risk of a similar type of escalation.
- *Working with service managers, business customers and service providers to maintain agreed Service Levels.
- *Coordinating with the Major Incident Manager in respect of running major incidents when they occur.
- *Working with the Problem Manager to minimise the number of repeat service incidents through effective problem management processes to identify and resolve root causes.
- *Attending CAB meetings, when required
- *Ensuring high levels of business knowledge among Service Desk staff so that they can respond appropriately to customer needs.
- *Provisioning new services in a timely manner

The skills the successful job holder will need are:

- *Excellent people management skills gained from an operational/service delivery environment.
- *Understanding and experience of ITIL, particularly Incident, Request and Problem Management.
- *Ability to initiate and deliver process change to support service delivery to Bank customers.
- *Strong analytical skills and an ability to think strategically.


Interquest Group PLC is acting as an Employment Agency in relation to this vacancy.

Location City of London, UK

Industry IT

Start Date ASAP

Rate £50k - £55k per annum + Benefits and bonus

Employment Agency [InterQuest Financial Markets](#) 

Contact Gemma Bullock

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Web Link <http://www.interquestgroup.com>

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