

## CAREER OPPORTUNITY

### JOB TITLE:

**Customer Service Desk Manager**



### Background

Agilitas IT Solutions Ltd is the leading European innovator of customer driven inventory-as-a-service solutions. Passionate about delivering first class IT services on behalf of our customers, we have been helping the major OEMs, IT resellers and managed service providers extend their service capability and improve service delivery levels to their customers for over 25 years.

We manage spare parts inventories across server, storage and networking technologies and deliver complementing technical services to customers across 41 countries and to over 10,000 locations throughout Europe including cloud services, technical training, technical support, product repair and specialist engineering resource.

We are looking for a dynamic and highly experienced customer service desk manager, with excellent leadership and people management skills and who is used to managing changeable environments particularly during periods of company growth. We are looking for a candidate with demonstrable experience of working with 3rd party suppliers, partners and vendors, with a track history of successfully leading and managing highly performing customer support teams who consistently deliver against SLA's.

### As the Successful Candidate...

- You'll be mainly office based in order to give real leadership to our CST team, although there are opportunities to work remotely from time to time.
- Reporting to our Service Director, you will be responsible for managing the daily operations of our 15 plus strong CST team, including their leadership and management, and helping to ensure that the Customer Support Help Desk runs seamlessly and is constantly developing and improving.
- You'll be responsible for performance, training, induction, support, people and customer satisfaction and ensuring all operational requirements in line with agreed KPIs and SLAs are delivered. Problem solving and solution finding is at the heart of your role.
- You'll be an excellent leader and communicator.
- You should have experience in performance managing a team, have strong motivational skills and be able to deliver quality outputs, including KPIs and objectives, within agreed timescales.
- You'll be flexible in your working approach and be able to share your knowledge and experience to ensure a consistent approach in the team.
- Act as a point of escalation, monitoring response rates and the progression of all services, effectively managing and resolving any escalated issues.
- Manage emergency incidents, planned downtime and other service interruptions, effectively communicating updates to the business. Manage expectations of service delivery and successfully manage and resolve complaints.
- Act as the Helpdesk representative at internal and external meetings where required producing reports and data as necessary. To manage all Help Desk information and data in line with Company and compliance protocols and processes.
- Coach and develop team leaders and team colleagues in line with our PRIDE values and agreed client and customer SLA's
- Support the Exec team in meeting agreed client and customer SLA's and Company strategies and operational model
- Lead and manage the day to day workflow to the team over agreed shift patterns and in line with the Company's growth and potential 24/7 operational service requirements.
- Workflow and staff planning and leadership including recruitment, training and induction and performance.
- Use our systems to develop and identify reports to identify areas of change, development and improvement
- Promote a culture of continuous improvement
- Maintaining open and meaningful communication with internal and external stakeholders
- As appropriate, lead, attend and participate in meetings with the senior leadership team, team leaders and team members
- Make a positive impact on the business by always promoting best practice standards
- Other project work
- Any other duties commensurate with the nature and scope of this role as requested.

### Main Duties & Responsibilities

- Responsibility for resource models and operational plans such as training, recruiting and ensuring the Desk is adequately covered in order that service levels and SLA's are maintained and we consistently exceed customer requirements.
- Build and maintain great relationships with 3rd party suppliers/ partners/vendors to ensure their performance is in line with Company standards and expectations.





## Essential Skills

- Strong proven management, supervisory leadership experience in a Service/Help Desk and/or customer service environment is essential with the ability to lead and service others.
- Ideally, previous experience of working within the IT Solutions industry.
- Knowledge and understanding of relevant industry standards.
- Must be flexible and able to work outside of core office hours where the business needs require.
- Experience of or willing to understand training in Advance Customer Services, ITIL Methodology and Service Delivery practices includes incident and escalation management.
- Excellent organisation and time management skills with the ability to work to tight deadlines particularly crucial during continued company growth.
- The ability to set the tone, in terms of standards, expectations, conduct and behaviours for the team through modelling and leadership.
- Exceptional verbal and written communication skills with the ability to persuade, influence, negotiate and quickly establish effective working relationships.
- Ability to identify problems, provide solutions and implementing the most appropriate actions.

## Hours of Work

37.5 hours – Monday to Friday 9 am to 5.30 pm with a one hour unpaid lunch break. Requirement to work flexibly in line with business needs as and when needed.

## In Return

As well as being a great place to work with a friendly and helpful team, we offer the following benefits:

- Competitive salary, dependant on experience
- Standard 25 days holiday + bank holidays
- Additional ½ day birthday holiday
- Ability to 'earn' an additional 4 days per annum if you win quarterly awards based on the company PRIDE values.
- Cycle to Work Scheme.
- Death in service (2 x salary).
- Employee Cash Plan (including 24/7 Employee Assistance Programme, contribution to everyday healthcare and complementary therapies, 24 x7 access to Virtual GP, stress management, counselling, access to 1000s of retailer discounts)
- Regular away days and social events.
- Quarterly and annual awards.
- Invitations to award ceremonies and partner events.

We are based in Nottingham at Glaisdale Parkway which is situated on the west side of Nottingham located approximately 4 miles to West of the City Centre via the A609 and 4 miles from the M1 with convenient access to junctions 25 and 26. The area is very well connected for public transport with numerous bus routes in close vicinity.