



## **Job Description**

We are looking for a qualified IT Support Manager to join our team. You will be responsible for leading our technical support team to provide excellent customer service and resolve all technical issues.

As a IT Support Manager, you should have a solid technical background combined with customer service experience. A problem-solving attitude with an ability to motivate your team to achieve specific goals. Ultimately, you should be able to ensure high quality technical support and increase client satisfaction.

## **Responsibilities**

- Monitor and escalate incidents and requests of both managed service and traditional support customers.
- Manage technical on call scheduling
- Manage service tickets assignments and scheduling
- Ensure customer service is timely and accurate
- Contribute to improving customer support by actively responding to queries and handling complaints
- Follow up with customers to identify areas of improvement
- Maintain daily, weekly, and monthly reports on help desk team's productivity

## **Education and Experience**

### **Minimum Requirements:**

- Bachelor's degree or equivalent industry experience.
- Exceptional communication and presentation skills.
- Three to Five years' experience with IT service desk operations.

### **Preferred Requirements:**

- Five years' experience with IT service desk operations
- Knowledge of help desk practices and customer service tactics
- Experience with industry help desk software such as ConnectWise, LogicMonitor and Managed Workplace
- MSFT Certification – Desktop Support Technician, Technology Specialist or higher
- On Call Scheduling
- Effective personal management skills.
- Experience with Citrix, Microsoft, VMware, WatchGuard Firewall, Storage, and cloud technologies
- Knowledge or experience in company infrastructure, networking, and software systems
- Excellent written and verbal communications skills
- Team management skills