

Service Desk Manager (ICT)

Location: Site Based/Leeds

Due to business expansion an exciting opportunity has arisen for a Service Desk Manager to join our dynamic team.

Concorde are one of the UK's most successful independent, IT, Cloud & Managed Services Providers. We have over 2500 customers throughout the UK and over 70 colleagues in the Concorde family. We have over £14m Group Revenues and rising.

We have a beautifully balanced business split across four main focus areas of
Technology Solutions
Cyber Security
Cloud Solutions
Communications

Our divisions align a wide range of services and products to give our customers greater depth, focus and flexibility in the areas we feel would be critical to our customer's growth and development ambitions over the coming years.

Taking advantage of our 32 years in business, our people and services have experienced a lot of change and developments within our sector, but we feel that packaging this experience in easily identifiable and recognisable offerings will assist us in providing you and your business the right information, with the right people at the right time.

We do not manufacture anything here at Concorde we are a Managed Services Company that trades on its reputation, One that we are exceptionally proud of and as many of our customer's that have been with us for over 32 years will bear testament too.

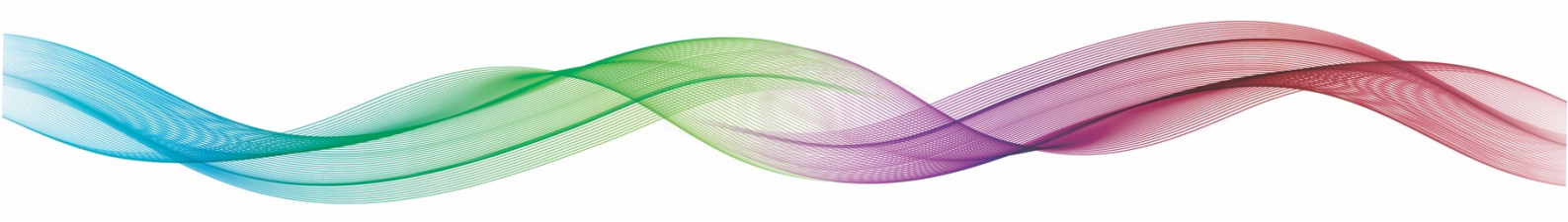
Investment in the talent, skill and dedication of our people translates into world class customer service making sure we deliver it on time, every time, all of the time.

This is an opportunity to join a successful company at the right time, ahead of further successful growth, and be instrumental in the guiding and developing technical excellence.

Brief Role Description:

Reporting to the Lead Service Delivery Manager, the UK IT Service Desk Manager will manage (directly and indirectly) a team of circa 10 FTE across all UK locations, primarily Leeds. The successful candidate will be responsible for all first and second line operations within the UK service desk. He/she will oversee day-to-day management of the service desk team to establish and maintain high levels of service, task completion, adherence to SLAs and act as an escalation for senior business stakeholders.

As part of the Service Management team, working closely with Infrastructure teams, the successful candidate will be responsible for all aspects of team management; recruitment, training, KPIs and performance management, producing MI, continual improvements and people management. Applicants must demonstrate strong leadership and influencing skills at a subordinate, peer and senior level, working across IT and the wider business. Effective time management, prioritisation and strong leadership skills are essential to ensure the team remain on track to provide exemplary levels of service to customers. In addition to team management, the Service Desk Manager will aid in the triage, coordination and resolution of major incidents and service interruptions.



The UK IT Service Desk Manger will spend significant amounts of time directly liaising with senior business stakeholders and external suppliers. An ability to quickly establish and maintain strong relationships is a fundamental skill required for the role.

Leveraging relationships, the successful candidate is pivotal in maintaining strong relationships between IT and business stakeholders. Continued communication and interaction is key during normal and exceptional operational circumstances. The successful candidate will be the “go-to” person in IT.

Responsibilities for the role may include some of the following:

1. Performance Management
 - a. Continually review and redefine current KPIs and performance measuring benchmarks
 - b. Review of working practise and improve efficiency across team
 - c. Participate in service reviews with senior business stakeholders to manage expectations and understand areas of improvement. Own and demonstrate action plan to remediate any outstanding actions
 - d. Define and manage performance expectations of team members
2. People Management
 - a. Ensuring availability of team members across all operational hours
 - b. Define staff priorities, tasks and deadlines and the management of timely completion
 - c. Setting of team objectives aligned with those defined for the department
 - d. Develop opportunities through identification of talent and team member development
 - e. Mentor, coach and manage team members as appropriate – team meetings, 1-2-1s, cross training, skills management, risk reduction, motivation and task management.
 - f. Effectively “manage up” – set and meet expectations of Lead Service Delivery Manager and UK Head Of Technology.
3. Service Delivery
 - a. Identify business and IT stakeholders
 - b. Participate in service reviews to understand and measure perceived performance and service levels provided to customers. Own the completion of any improvement actions
 - c. Define a Service Desk roadmap for 18/19, aligned to the Service Management vision. Plan and evidence delivery against roadmap.
 - d. Challenge the “status quo” to improve output and performance levels of the current service desk function
 - e. Through technical innovation, automation and training improve the first-time-fix percentage.
4. Stakeholder Engagement
 - a. Establish relationships with key internal and external stakeholders and establish ongoing rapport and strong working relationships
 - b. Establish strong internal relationships with department Senior Management team, evidencing performance, risks, issues and remediation plans
 - c. Maintain a professional etiquette through all forms of communication
 - d. Act as a point of escalation for senior business stakeholders
5. Peer Collaboration
 - a. Understand current working practise between Service Desk and other IT teams – DBA, Engineers, Applications
 - b. Develop a wider understanding of business activity and how IT supports operations, establishing escalation lines via stakeholder management and relationships
 - c. Utilise peer groups to ensure IT is an enabler to business change

With peers, improve the engagement between service desk and other IT teams to improve end-to-end management of tasks.

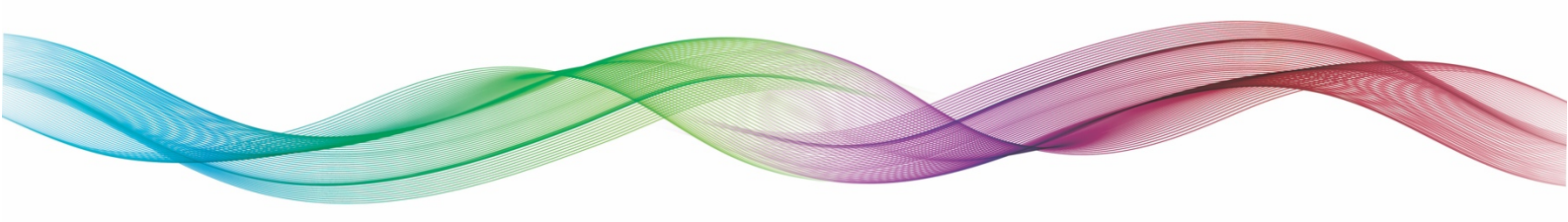
Skills, Knowledge and Experience (Essential):

- Strong people-management skills and proven ability to manage large, distributed teams
- Task-Orientated
- Effectively prioritise and delegate
- Strong verbal and written communication skills
- Exceptional stakeholder management skills, within IT and wider business
- Customer management – ability to establish relationships with userbase and give confidence in abilities and team operating model
- Performance driven – proven ability to set, and track KIPs and provide effective management information
- Strategic – experience of shaping and modelling a service desk team to achieve optimal performance levels
- Assured – confidence to make decisions, justify to line management and enact suggestions. Able to convey roadmap, ideas and approach to a senior level
- Leadership – operate at a strategic level. Evidence of building a team strategy and delivering on vision.
- Dedicated – commitment to role beyond standard working hours and willingness to step beyond the typical expected duties.
- Supplier management – own a number of IT supplier relationships, managing performance alongside Supplier Management teams
- Confident under pressure

Skills, Knowledge and Experience (Desirable):

- Technical expertise – Microsoft technology stack and general IT systems
- Experience of ManageEngine Servicedesk Plus
- Financial Services experience
- Working in a regulated environment

Benefits Include:

- An industry matching salary
 - Pension Scheme with significantly higher matched contributions
 - A tailored professional and personal development plan.
 - Receive up to 10 days training per annum, relevant to your position.
 - When you join Concorde, you'll get your pick of our amazing company perks from Perkbox.
 - Free financial wellbeing advice from Alexander Beard Group
 - Childcare voucher scheme.
 - Take part in our regular events and activities outside of work. for charity or just for fun
 - Birthdays off as a paid holiday
 - An extra week holiday the year you get married
 - Referral scheme for bringing superstars to the business
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Interview Process:

- **First stage:** This will be a 20 minute – 30-minute recruitment conversation with one of Concorde's recruitment team
- **Second Stage:** This will be a 30 minute – 60-minute technical conversation with one of Concorde Technical managers
- **Third stage:** A face to face interview in Wakefield HQ office or Leeds Based Site with a member of the Concorde Senior Management Team;
- **Final Stage:** This is offer and agreement of a start date. Start day is usually a Monday @ 9:30am dependent on your availability.

If you're seeking an exciting and challenging role where you can use your skills and learn new ones, whilst influencing the success of growing business then apply now and one of our Internal Recruiters will contact you, to discuss your experience and skill-set.

Please send your CV together with details of salary expectation to: recruitment@tctg.co.uk

Further information on the Concorde technology group can be found at www.tctg.co.uk

Concorde Technology Group are an equal opportunities employer and welcome applications from all sectors of the community.

