

Role Definition

Job title: Desktop Support Manager

Reporting to: Head of IT Service Delivery

About the role

This role is responsible for leading the Foster + Partners IT Desktop Support team. The individual will be responsible for recruiting, training and managing the IT staff, hiring people with the skills needed to operate and support a wide range of IT resources, including desktop and laptop computers, mobile devices, telephone systems and hardware asset management. The role is responsible for providing services to over +1300 users and securing the data and the IT systems and employees' mobile devices against loss or attack by computer viruses or other external threats. The Desktop Support Manager will be from a technical background.

Responsibilities

- Responsible for providing oversight of multiple support areas to provide delivery of the highest standard of customer service for all users of a Windows based, cross-domain enterprise solution, operating in a fast paced, dynamic work environment
- Manage resourcing and rotas to ensure appropriate desktop staffing to meet demand
- This position is responsible for the coordination, implementation and management of overall Desktop and SCCM functions, including related supervisory responsibilities for managing support staff. In addition to oversight of Desktop operations, this position is responsible for mentoring and training staff, meeting deadlines, working with other departmental/service area managers and identifying opportunities to create and communicate processes that improve user experience and measure performance and create regular service and hardware asset management reports
- Ensuring all incidents are logged and resolved in accordance with agreed SLAs
- Troubleshooting of complex incidents or those that simply need desk side assistance.
- Monitor and take ownership of incidents to resolution, providing customer updates as appropriate
- Understand and comply with licensing requirements for software installed
- Understand and adhere to all elements of Foster + Partners technical standards and security policy
- Maintain an understanding of Foster + Partners business direction and technical strategy; providing advice and guidance to influence this where appropriate
- Proactively identifies mediums for ensuring that daily, weekly, and monthly statistics, status reports, and other reporting requests are maintained and available as requested. Identifies trends from reporting to determine solutions to trends or problem areas that may need to be addressed
- Maintain a high level of Desktop customer focus by prioritizing issues and communicating appropriately with external and internal customers
- Work with existing reporting and analytics tools to monitor Desktop team performance, identify and address areas of potential performance issues and monitor key performance indicators
- Identify and report to End User Services IT Manager recurring incidents to spot trends and potential problem sources

- Develop cross-team and cross-departmental expertise necessary to effectively respond to issues and perform periodic review and evaluation of all employees, managing necessary performance issues, training requirements, as necessary for the development of individual resources as a team
- Develop and document process and procedural enhancements and assist other departments as needed for continuous process and service improvement
- Manage escalated incidents and resolve the incidents working with Desktop Services team to capture details in knowledgebase articles for future reference
- Ensure the Desktop team maintains a high level of responsiveness, communication, professionalism, and overall staff knowledge
- Manage, monitor and report on the services and service levels required to support and deliver an exceptional Desktop environment
Maintain current knowledge on new and updates to existing products, as well as third-party OS and devices
- Ensure the Desktop staff is appropriately skilled and trained to deliver excellent technical support and customer service and ensure customer service excellence by monitoring tickets and reviewing customer feedback
- Establish working schedules, manage time off to ensure appropriate coverage for operating workloads and task allocations in accordance with contractual requirements
- Develop an understanding of how the IT Services that currently exist can be uniquely applied to the customer base
- Able to manage sensitive and sometimes confidential information and carry out VIP Support
- Understand budget concepts to develop and maintain budgets

Qualities and Skills required

Essential

- Able to demonstrate ability to undertake the above responsibilities
- ITIL qualified
- Exceptional customer service skills and experience working in a team-oriented, collaborative environment
- Knowledge of computer hardware, including laptops, desktops and peripherals (PC & Mac)
- Ability to prioritize effectively and execute tasks in a high-pressure environment
- Coordinate the isolation and troubleshooting of hardware and software for desktop systems
- Exceptional interpersonal skills, excellent written and verbal communication skills with a focus on rapport-building and listening– articulate and diplomatic manner
- Able to build good relationships at all levels, internally and externally
- Experienced working on PC workstations, Laptops, Macs and remote working
- Good working knowledge and experience with Microsoft Operating Systems including Window 7, 8 and 10
- Excellent working knowledge and experience with the Microsoft Office suite - Office 2016 and/or Office 365
- Good understanding of Active Directory Administration, GPO, security & distribution groups
- Diagnosing Desktop networking issues, solid understanding of (TCP/IP/DNS etc.)
- Resilient to cope with conflicting demands and able to prioritise duties and work under pressure
- Ability to demonstrate a high degree of flexibility including shift and out of hours working
- Working knowledge of a range of computer diagnostic utilities
- Self-motivated and able to take responsibility
- Legally able to work in the country in which the position is based

Desirable

- SCCM, SNOW, Power BI and ServiceNow experience
- Systrac, Solarwinds, Wireshark
- MCSE certified
- 4-6 years' experience managing and developing a high performing Desktop team
- Have excellent organizational, project management and problem-solving skills
- Experienced in formulating and implementing procedures for improved service levels
- Must have provided senior engineering support for desktop design and implementation

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.

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