**Purpose of the role**

This role has responsibility for the delivery of the managed service within agreed targets and quality standards, in line with the overall Unity Technology strategy. Ensure that customer service is preformed to a high standard promoting a “customer first” culture in everything we do.

**Key Responsibilities**

* Oversee the daily operation of the Unity Service Desk, including coordinating and managing ticket queues to ensure customer focused, timely and effective incident resolution in line with SLAs.
* Management of all proactive services including server/client monitoring and patching services.
* Recruit, train and support the service desk team, monitor and review team and personal performance regularly.
* Take the lead in high priority incident management and communication.
* Promote and enforce Service Desk operations’ compliance with ISO20000 and ISO27001 standards; assist in maintaining of and enforcing compliance with Information Security policies and procedures.
* Ensure tickets are correctly categorised and managed in line with agreed procedures.
* Ensure that staff provide a high standard of customer service to end-users; promote active feedback in all directions to improve services, tools and end-user experience.
* Offer suggestions for continuous service improvements and lead the development of new procedures
* Manage staff scheduling to ensure service desk coverage during normal business hours and effective coordination with on call teams.
* Act as the conduit between the service delivery managers and the Service Desk
* Oversee development and maintenance of the service desk documentation system, ensure client runbooks and procedural documentation are up to date.
* The role will require onsite visits to customer site as part of scheduled meeting and service reviews.
* Produce service desk performance and customer reports as required by management.

**Key Requirements**

* Knowledge of and practical understanding of ITIL framework
* Experience in managing customer focused and KPI driven teams
* Excellent communication and customer service skills with the ability to support clients remotely.
* Excellent time management skills and ability to work under time pressure
* 3rd Level IT related degree desirable
* Authorised to work in Ireland
* A+ and Network + desirable

Please email application to roisin.cahill@itforce.ie