



# Job Description

<b>Job Title</b>	Service Desk Supervisor
<b>Department</b>	Service Desk
<b>Responsible For</b>	Service Desk Analysts
<b>Responsible To</b>	Service Operations Team Leader
<b>Main Purpose of Job</b>	<p><b><u>Support</u></b></p> <p>Provide support and a point of escalation to a team of service desk analysts and assist the Team Leader in their responsibilities</p> <p><b><u>Process, Procedures and Contractual</u></b></p> <p>Ensure company processes, procedures and contractual requirements are followed whilst maintaining high levels of customer service.</p> <p><b><u>Customer Service</u></b></p> <p>Endeavour to provide all customers with the best level of customer service and support.</p> <p><b><u>Service Performance</u></b></p> <p>Maximise productivity and improve service delivery to achieve and exceed SLAs, OLAs and KPI targets.</p> <p><b><u>Process, Procedural and Contractual Responsibilities:</u></b></p> <ul style="list-style-type: none"> <li>• Ensure process, procedural and contractual agreements are being followed correctly by the team.</li> <li>• Daily, Weekly, Monthly &amp; Ad-hoc reporting when required.</li> <li>• Point of escalation for both internal and external customers, taking ownership through to resolution</li> </ul> <p><b><u>Customer Service Responsibilities:</u></b></p> <ul style="list-style-type: none"> <li>• Contribute to the timely resolution of customer complaints and escalations suggesting corrective actions to be discussed and agreed upon with the Team Leader.</li> </ul> <p><b><u>Service Performance Responsibilities:</u></b></p> <ul style="list-style-type: none"> <li>• Through monitoring, management and contribution ensure the team achieve and exceed relevant SLAs, OLAs and KPI's</li> <li>• Identify and escalate any potential breach of service level or risk to CDW , where possible mitigating breach and managing to resolution</li> <li>• Provide relevant stakeholders within Services with ad hoc reports</li> </ul>



# Job Description

<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"><li>• Awareness of ITIL methodologies and best practice</li><li>• Knowledge of the working practices of the area responsible for</li><li>• Good working knowledge of Microsoft Word, Excel and Outlook</li><li>• Previous team management experience</li><li>• Practical experience of an external Managed Services provider</li></ul>
<b>Personal Attributes</b>	<p><b><u>Attributes:</u></b></p> <ul style="list-style-type: none"><li>• Team focused – a genuine passion for leading individuals to deliver excellence through continuous development and improvement.</li><li>• Patient, tolerant and supportive team member.</li><li>• Ability to work as part of a team to deliver operational excellence</li><li>• Influencer – able to remain positive at all times and influence those around you</li><li>• Good relationship management skills</li><li>• Driven, motivational, professional team member, with a ‘can-do’ attitude at all times</li></ul> <p><b><u>Process, Procedural and Contractual Attributes:</u></b></p> <ul style="list-style-type: none"><li>• Outstanding communicator that can remain objective and emphatic whilst being able to deliver the message required.</li></ul> <p><b><u>Customer Service Attributes:</u></b></p> <ul style="list-style-type: none"><li>• Excellent proven organisational and customer service skills</li><li>• Ability to take ownership of and progress problems to resolution</li><li>• Analytical, with exceptional attention to detail</li></ul> <p><b><u>Service Performance:</u></b></p> <ul style="list-style-type: none"><li>• Time management and prioritising skills to ensure delivery of service at all times</li><li>• Innovative thinking, in terms of service quality and improvements within the boundaries of CDW’s limits (resource, budgetary, legal etc.)</li></ul>