

Service Desk Manager

Full-Time position located at MXOtech in Chicago, IL

Our IT Managed Services Provider (MSP) division focuses on outsourced technology services for SMB customers through Technology Infrastructure Management, Help Desk Support, Security, IT Projects and Strategy. We're a growing boutique firm located in the West Loop looking for a Service Desk Manager.

Overall responsibility:

The Service Desk Manager works closely with colleagues to ensure consistent, high quality service. You will lead a team of Technical Service Engineers and be responsible for providing technical, policy and procedural guidance. You will act as an internal advocate for our customer, and as a friendly, competent representative of MXOtech.

The Service Desk Manager is responsible for ensuring that support services are being delivered to MXOtech's customers in a timely, organized, attentive manner. The Service Desk Manager is responsible for monitoring the team's phone, email, chat and ticket queues, ensuring that tickets are being created, scrubbed, assigned, updated, escalated, and resolved in a timely manner.

The Service Desk Manager is responsible for balancing the team's workload and informs their manager and company leadership of issues regarding personnel, performance, customer perception and project status. The Service Desk Manager is also responsible for the professional development of their reports and provides coaching to team members and feedback to other managers at MXOtech.

Primary Duties and Responsibilities:

- Work closely and collaboratively with peers and across departments to effectively manage the Level 1 and Level 2 Service Desk operation
- Work closely with company leadership to establish clear goals and metrics that the Service team will focus on throughout the year
- Manage the scheduling and assignment of Service Desk staff, and oversee team as they provide highly responsive support to customers with attention to detail and quality
- Proactively monitor assigned and open tickets, contacting customers when necessary, and ensuring tickets are updated on a timely basis
- Proactively monitor staff phone, email and chat queue availability, and make dynamic changes to schedules and resource allocation to continuously meet service level objectives

- Monitor communications to ensure Service Desk team provides patient, knowledgeable, helpful and applicable advice to customers in a professional manner
- Gather and record applicable data, and manage toward Service Desk KPIs and SLAs
- Follow appropriate policies and procedures for creating, scrubbing, updating, escalating, transitioning, and closing customer incidents and requests
- Ensure attention to proper detail when coding and documenting tickets to provide essential reporting and maintenance of historical ticket data
- Coach and develop employees to expand upon their technical skills
- Demonstrate MXOtech Management Competencies in daily work and seek opportunities to apply and enhance management skills to create sustainable success for MXOtech
- Facilitate and foster customer feedback to improve the performance of the Service Desk and MXOtech's services as a whole
- Continuously manage and evolve the coverage model to improve the overall customer experience
- Serve as an escalation point for complex customer issues
- Participate in Technical Business Reviews with Account Management and technical teams
- Understand customer usage and account health to proactively mitigate any renewal risk
- Coordinate closely with Account Managers to build and execute annual success plans for their accounts
- Analyze data and identify support trends and trigger opportunities to drive reliable support and identify business opportunities at customer accounts
- Identify and convey to account management team potential up-sell opportunities
- Provide suggestions on raising existing clients to a higher technical standard to technical teams
- Act as an internal customer advocate working closely with leadership to foster a company-wide culture of customer success
- Contribute to the creation of standards and best practices
- Create an inspiring team environment with an open communication culture
- Engage in no less frequently than monthly performance coaching conversations with staff to identify areas for improvement, discover training needs, and provide career development guidance
- Hold the team accountable for results

Qualifications and Required Skills / Knowledge/Skills/Abilities

- Bachelor's degree in Computer Science, Information Technology, a related field, or equivalent experience

- Strong knowledge of customer service and customer success management
- Customer-focused, with an ability to understand and manage customer expectations
- Ability to manage issues of diverse and ambiguous scope which require evaluation
- Proven track record of success in identifying customer needs and implementing long-term solutions in an MSP environment
- Experience using metrics to make data-driven decisions
- Ability to build rapport and trust with customers and internal stakeholders on all technical levels
- Strong organizational skills
- Professional written and verbal communication skills
- Ability to manage multiple tasks and projects with ease
- Experience with ITSM best practices and ITIL standards
- General knowledge of contemporary information technology vendors and concepts found in small and mid-size businesses

Preferred Qualifications

- 3 years of support leadership experience or leadership experience in a support environment
- Experience leading or managing very technical, customer-facing teams
- ITIL Foundations certification
- Experience managing customer accounts in a customer-facing role
- Technical certification from Microsoft, Cisco, AWS or similar

Skills:

- Must be highly organized
- Must have a sense of urgency
- Tech Savvy
- Detailed Oriented

Physical demands:

- Ability to periodically stand or walk
- Ability to bend, squat, climb stairs and lift periodically
- Ability to lift up to 50 pounds occasionally

Perks

- Healthcare coverage through Aetna including health plans, dental, vision and tax-savings health and commuter benefits

- 401k retirement planning opportunities, Divvy bike passes, cutting-edge training opportunities, company lunches and breakfasts, team awards, special company events and celebrations housed within a modern, cozy, work environment.

Visit <https://www.mxotech.com/about-us/careers/> for more information and apply to jobs@mxotech.com.