

# Scrum Help Desk Manager

**Department:** Scrum Help Desk Manager

**Reporting Structure:** Reports to the Managing Director/HR Manager

**Salary:** £19.95 / £41,496

**Location:** Oldbury

**Work hours:** 9:00 - 17:00

## Summary:

Proffer Solution Ltd is seeking a dynamic and experienced Scrum Help Desk Manager to join our team. The ideal candidate will be responsible for managing the help desk team and ensuring efficient and effective support for our clients. This role requires strong leadership skills, technical expertise, and a passion for delivering exceptional customer service.

## Responsibilities:

- Develop and implement recruiting strategies to attract IT professionals
- Screen resumes and conduct interviews to assess candidates' technical skills
- Collaborate with hiring managers to understand staffing requirements
- Manage the end-to-end recruitment process, from sourcing to onboarding
- Build and maintain a network of qualified IT candidates
- Ensure compliance with company policies and legal regulations

## Qualifications:

- Minimum of 3 years' experience in a help desk or customer support role
- Strong understanding of Scrum methodologies and Agile practices
- Excellent communication and interpersonal skills
- Proven leadership abilities and team management experience
- Ability to work under pressure and meet tight deadlines

## Preferred Skills

- Scrum Master certification preferred
- Proficiency in help desk software and ticketing systems
- Ability to analyse data and generate reports
- Strong problem-solving skills
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## Benefit

- Health insurance benefits.
- Professional development opportunities.
- Retirement savings plan!

If you are a motivated individual with a passion for customer service and team leadership, we want to hear from you. Apply now to join our team at Proffer Solution Ltd!