

HR Tech Help Desk Manager

Department: Information Technology

Reporting Structure: Reports to IT Director

Salary: £3,484/ £41,808

Location: Oldbury

Work hours: 9:00 - 17:00

Summary:

Proffer Solution Ltd is seeking a highly motivated and experienced HR Tech Help Desk Manager to join our dynamic team in the staffing and recruiting industry. This role is pivotal in ensuring that our HR technology systems are functioning efficiently and meeting the needs of our clients and internal team members. The ideal candidate will possess a strong technical background along with exceptional interpersonal skills, allowing them to effectively manage a team of help desk specialists while serving as a key liaison between the HR department and technology service providers. As an HR Tech Help Desk Manager, you will oversee the support and maintenance of HR systems, facilitate training and onboarding sessions, and implement best practices to optimize our technology resources. You will be responsible for addressing user inquiries and issues related to various HR applications, ensuring timely resolution and ongoing support. Additionally, you will analyse system performance, provide recommendations for improvement, and drive initiatives to enhance the overall user experience. The successful candidate will play a critical role in supporting our mission to deliver exceptional staffing and recruiting services by leveraging technology to streamline operations and improve service delivery.

Responsibilities:

- Oversee and manage the day-to-day operations of the HR tech help desk team.
- Ensure timely resolution of technical issues and inquiries from end-users regarding HR systems.
- Develop and implement training programs for staff and clients on HR technology usage.
- Establish KPIs and metrics to evaluate help desk performance and user satisfaction.
- Collaborate with IT teams and external vendors to resolve complex technical issues.
- Create and maintain user documentation, guides, and FAQs to assist with self-service troubleshooting.
- Analyse help desk data to identify recurring issues and recommend solutions for process improvements.
- Deal with overall system management and maintenance

Skills:

- Leadership Skills
 - Supervise and motivate support staff.
 - Manage priorities and workflows.
 - Enhance service efficiency.
- Technical Skills
 - Proficient in HRIS and help desk software.
 - Troubleshoot technical issues.
 - Analyze HR data for decision-making.
- Communication Skills
 - Foster customer service excellence.
 - Communicate technical issues clearly.
 - Collaborate with teams to solve problems.

Qualifications:

- ✓ A bachelor's degree in Information Technology, Computer Science, Human Resources, or a related field is often preferred.

Proffer Solution Ltd (Oldbury Branch)/ Suite 6, Giant Storage Building, The Court House, Oldbury Ringway, Oldbury B69 4JN

Website : www.proffersolutionltd.com / www.proffersolutionltd.co.uk **Email :** info@proffersolutionltd.co.uk

Tel: 0121 630 4005 **WhatsApp:** +447459 890837