Job Title: **Help Desk Manager**

Location: **Oldbury**

Company: **Proffer Solution Ltd**

Reports To: **CEO/EPD/ECS**

Date: **04/06/2025 – 04/06/2025**

Position Overview:

We are seeking a highly skilled and experienced Help Desk Manager to join our dynamic team in the staffing and recruiting industry. The ideal candidate will play a pivotal role in overseeing the operations of our help desk team, ensuring the delivery of exceptional customer service, and providing timely technical assistance to our employees and clients. As the Help Desk Manager, you will be responsible for establishing and enforcing policies that enhance efficiency, improve response times, and maintain high customer satisfaction levels. Your leadership will be critical in mentoring and guiding a team of help desk technicians, fostering a collaborative environment that prioritizes teamwork and professional development. Additionally, you will be tasked with analyzing and improving help desk processes and workflows, utilizing data to identify trends in support requests, and implementing proactive measures to reduce recurring issues. Your ability to leverage technology and tools effectively will be crucial in enhancing support services and driving continual improvement. If you are a dedicated professional with a passion for delivering outstanding support solutions, we invite you to apply for this exciting opportunity.

Key Responsibilities

- Oversee and manage the daily operations of the help desk team.
- Develop and implement help desk policies, procedures, and best practices.
- Provide leadership and guidance to help desk staff in resolving technical issues.
- Monitor and analyze help desk performance metrics to identify areas for improvement.
- Ensure the timely resolution of support requests and technical queries from staff and clients.
- Facilitate training sessions and workshops for team members to enhance skill sets.
- Collaborate with IT departments to integrate new technologies and tools into support processes.

Requirements:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Proven experience in a help desk management or supervisory role.
- Strong technical knowledge of computer systems, networks, and software applications.
- Excellent communication and interpersonal skills to interact effectively with team members and clients.
- Ability to analyze data and generate reports to inform strategic decisions.
- Experience with help desk software and ticketing systems.
- Strong problem-solving skills with a focus on customer service excellence.

Application Process:

Interested candidates are invited to submit their resumes and a cover letter detailing their qualifications and experience to **applications@proffersolutionltd.co.uk**. The company is committed to diversity and inclusion and encourages applications from all qualified individuals.

Proffer Solution Ltd is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.