

JOB DESCRIPTION

JOB TITLE: Deputy Support Manager
COMPANY: Groupcall Limited

LOCATION: South Woodford Office

Reporting to: Support Manager: Major Atwal (matwal@groupcall.com)
Telephone: 020 8506 6100
Fax: 020 8506 6199
Company Address: Commerce House
1 Raven Road
South Woodford
London
E18 1HB

JOB PURPOSE: An internal Technical role assisting in the management of a Helpdesk environment where support is provided to UK Education Authorities and individual schools comprising of 1st and 2nd line support on Bespoke software solutions.

KEY RESPONSIBILITIES:

- Provide client technical support
- Provide remote installation, configuration & set-up services
- Provide remote training services
- Support administration
- Management and support of the Helpdesk

KEY REQUIREMENTS (Skills & Experience)

Requirements

1. Strong debugging and analysis skills
2. Strong operational knowledge of the service desk and ITIL framework
3. Exposure to PRINCE2 Methodology
4. Supporting the implementation of strategy and policy issues by involvement in development/change and/or advice to other technical areas and making recommendations to improve procedures and working practices.
5. Contribute to service improvements
6. Responsible for resolution of incidents within agreed service levels
7. Responsible to pro-actively review systems to fix incidents before they become service affecting or to improve productivity/performance
8. Responsible for monitoring jobs and health check of estate
9. Responsible for reviewing operational acceptance criteria for the applications being supported
10. Responsible for execution of deployment tasks related to support team
11. Sending status report to all the stakeholders on a timely basis
12. Notifying the stakeholders on planned/unplanned outages and downtime
13. Analyse and resolve job failures/issues within the agreed timescales
14. Tenacious and proactive; articulate and numerate

15. Ability to work as part of a team & under own initiative
16. Capable of dealing at all levels (internally & externally)
17. Experience of Managing or Leading a large Service Desk or Helpdesk environment which is SLA driven to external clients.
18. You will possess proven people management experience, with the ability to drive productivity within the team, organising rotas, training and coaching.