



## Job Description

Location:	Stamford, CT	
Job Title:	Service Desk Supervisor	
Reports to:	VP of Operations	Name:

Level/Grade	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	Hours : <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt
-------------	--	---

### GENERAL DESCRIPTION

Axiom Technology Group is a full service IT integration and manage services firm providing end-to-end technology and support solutions to businesses and IT professionals. Axiom is seeking an IT professional to assist in the ongoing development and refinement of service delivery compliant with industry standards. Provide oversight and hands-on supervision to a team of support engineers charged with proactively identifying and resolving Level I and II technical issues for an array of clients. Working with senior management, the Support Desk Supervisor will develop an effective, timely and measurable plan for managing and improving client experiences through the implementation of SLA's and escalation management. The Support Desk Supervisor must demonstrate visible leadership skills and take ownership and coordinate ticket management, call routing and escalation processes while balancing competing priorities. Must have proven skills with supervision of technical resources within a multi-tiered service delivery model to meet client demands and deliverables. Must possess the necessary technical knowledge to coordinate multiple priorities and effectively communicate to varying levels internally and externally. To be successful in this position, it is necessary to be dynamic, motivated, highly organized and a critical thinker.

### RESPONSIBILITIES

**Daily Responsibilities:**

- Call coordination of queues and interfacing with queue owners.
- Develop daily schedules for Support Engineers to handle client deliverables in order of importance and priority.
- Responsible for assuring clients receive efficient and timely support on a 24 x 7 basis.
- Continually re-prioritize technical issues based upon level of urgency.
- Address complex support issues that are escalated by Support Engineers.

Location:	Stamford, CT	
Job Title:	Service Desk Supervisor	
Reports to:	VP of Operations	Name:
<ul style="list-style-type: none"> <li>• Manage needs of special projects as assigned by Senior Management team.</li> <li>• After-hours contact for escalation of emergency support issues.</li> <li>• Successfully manage customer perceptions and build strong customer relationships by developing a customer care strategy.</li> <li>• Perform other duties and responsibilities as assigned by management</li> </ul> <p><b><u>Management Responsibilities:</u></b></p> <ul style="list-style-type: none"> <li>• Generate weekly and monthly reports from Autotask on client, support engineer and support desk performance.</li> <li>• Implement methodologies to improve first call resolution and choose appropriate technology/resources to maximize support desk effectiveness</li> <li>• Re-engineer Support Desk according to industry best practices</li> <li>• Develop training to keep technical support team current on new technologies.</li> <li>• Project staffing needs based upon client demand trends and determine how to efficiency staff for those needs.</li> <li>• Create and maintain formal procedures to ensure consistency and repeatable, sustained productivity.</li> <li>• Manage Support Desk staff including performance reviews, disciplinary actions, hiring and promotions.</li> <li>• Interact with IT vendors, suppliers and partners to ensure correct supplies are procured on-time.</li> <li>• Negotiate with vendors to ensure adherence to SLA's.</li> </ul> <p><b><u>General Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• Solid leadership and communication skills to manage Support Desk Engineers.</li> <li>• Motivate team to provide outstanding and timely customer service to clients.</li> <li>• Solid time management and organizational skills to optimize workflow.</li> <li>• Ability to manage multiple high priority initiatives in a fast paced technical environment.</li> <li>• Strong communication skills both written and verbal.</li> <li>• Ability to interact professionally with a diverse group of colleagues.</li> </ul>		
<b>METRICS/ACCOUNTABILITY</b>		
DETAILS TO BE DEVELOPED:		
<ul style="list-style-type: none"> <li>• Service Level Agreements</li> <li>• Customer satisfaction</li> <li>• Engineer profitability</li> </ul>		
<b>SUPERVISORY RESPONSIBILITIES</b>		
Support Engineers		
<b>EDUCATION AND EXPERIENCE</b>		

Location:	Stamford, CT	
Job Title:	Service Desk Supervisor	
Reports to:	VP of Operations	Name:
<p>Minimum of 5 years of post education IT work experience mandatory.  Associates Degree in Computer Science, Information Technology or similar mandatory.  Experience with call tracking / ticket management system, Autotask preferred  Proficient with Helpdesk Standards Methodology</p>		
<b>CERTIFICATIONS, LICENSES, REGISTRATIONS</b>		
<p><b><u>Certifications (preferred but not required)</u></b>  Information Technology Infrastructure Library (ITIL)  Help Desk Institute (HDI)  MCP, MCSE</p>		
<b>SKILLS REQUIRED</b>		
<p><b><u>Technical Skills</u></b>  Hands-on experience with a variety of mobility devices (Blackberry, Windows Mobile, Droid and iDevices)  MS Windows Clients &amp; Servers from Windows 2000- Windows 7 (client)  Fundamental knowledge of TCP/IP, DNS, DHCP, FTP and HTTP  Solid Understanding of networking concepts (Wired and Wireless)  MS Server 2000 – Server 2008  SBS 2003-2008 (server)  MS Exchange (2000 – 2010)  Working knowledge of System Backup methods</p>		
<b>WORK ENVIRONMENT/ENVIRONMENT CONDITIONS</b>		
<ul style="list-style-type: none"> <li>• Collegial atmosphere.</li> <li>• Fast-paced environment</li> <li>• Entrepreneurial culture</li> </ul>		
REVIEWED BY	<i>Title</i>	
APPROVED BY	<i>Title</i>	
DATE POSTED		
START DATE		

Location:	Stamford, CT	
Job Title:	Service Desk Supervisor	
Reports to:	VP of Operations	Name:
<b>Disclaimer</b> The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.		