

Job Description

about atom.

atom. are a new modern thinking company who specialise in managed IT services including both cloud and traditional on premise solutions. Our expertise also covers telecommunications, **atom.** specialise in Mitel, Microsoft 365 Teams Business Voice and supply all connectivity products. Based in Newcastle we cover the north of England and have another site in Chester.

At **atom.** we are seen as an extension to a clients business. Our team is so integral to a client providing, IT support and strategies for new and existing services. Our customer **“talk first.”** approach provides the best support experience available. This focus delivers excellence in every sale, case or project we complete. **atom.** will never try to sell a one size fits all, everything we offer is bespoke to the customers’ needs.

about the role:

As a Service Desk Supervisor, you oversee the Service Desk staff and ensures that end users are receiving the appropriate assistance with Event Management, Incident Management, Problem Management, Request Fulfilment and Access Management. In this role you are responsible for managing all procedures related to identification, prioritisation, and resolution of all end user incidents and service requests within **atom.**

In this position you provide support and leadership to the team. As you work on projects you coordinate between the internal departments, and you manage strategic implementations. Furthermore, you build strong relationships with your colleagues within the technical department and make sure to give excellent service to key customers.

Responsibilities:

As the Service Desk Supervisor you have the following tasks and responsibilities:

- Developing and providing Service Level Agreements and Service Desk deliverables;
- Supervise team on implementing and maintaining Service Desk standards, policies, processes and procedures.
- Supervise Event Management, Incident Management, Problem Management, Request Fulfilment, Access Management and supervise on queues;
- Implement applicable technologies to effectively manage the client environment regarding security, anti-virus, image and patch management;
- Manage reporting of metrics and Service Level Agreements that effectively measure team, department and vendor performance, and make sure these comply with business needs;
- Continually improve customer satisfaction which include managing customer surveys, monitoring service desk interactions, and helping train service desk staff;
- Key role determining technology direction around client services including desktop/laptop, virtual PCs, mobile devices, and remote access solutions;
- Serve as the escalation point to end-users for desktop support related incidents and requests;
- Support multi-media, teleconferencing, and conference room technologies;
- Manage and serve multiple remote sites and remote employees.

Skills:

- Solid relationship management and performance management skills;
- Strong understanding of the organisation’s goals and objectives;
- Exceptional interpersonal skills, with a focus on listening and questioning skills;
- Ability to motivate and direct staff members
- Exceptional written and oral communication skills and an advanced level of English;

- Strong documentation, analytical and problem-solving skills;
- Ability to present ideas in user-friendly language to non-technical staff and end users;
- Ability to effectively prioritize and execute tasks in a high-pressure environment;
- Exceptional customer service orientation and a service mindset.

Desirable:

- Basic understanding of how IT Services are delivered
- Previous experience of working within an IT environment
- Previous experience dealing with customer complaints

Competencies:

- Decision Making
- Customer Service
- Collaboration
- Adaptability
- Detail Focussed
- Quality Focussed
- Taking Accountability
- Self-development

Qualifications:

No formal qualifications are essential for this role; however, the successful candidate will have a proven track record in a similar role, will have attained a good all-round standard of education and have a strong knowledge of current IT technologies.

Reporting Lines:

This role is part of the Service Management Team and reports to the Technical Director.

Location and Working Arrangements:

The position offered is based out of **atom.** Newcastle offices with a level of flexible of home working. Additionally, you may, on occasion, be required to work at customer locations throughout the UK. The working hours are normally Monday to Friday, 09:00-17:30 with 1hr for lunch, although extended hours may be required to meet customer requirements.

Benefits:

- Enhanced Maternity and Paternity pay
- Unlimited annual leave
- Contributory pension scheme
- Discounted Gym membership
- 24 hour employee assistance
- Health Plan including: eye care, dentistry, physio, 24 hour employee assistance