

Datacentrix Holdings Limited
Incorporated in the Republic of South Africa
(Registration number: 1998/006413/06)
Share code: DCT
ISIN: ZAE000016051
("Datacentrix")

Careers @ Datacentrix

Job Title: Service Desk Manager

Location: Cape Town

Carry out daily administrative tasks pertaining to the management of client's technology hardware and support, including managing of SLA's where applicable. Attend to escalations and produce regular reporting on the client's environment.

Primary Role Accountabilities :

- Oversee 100% of the requests, incidents and problems. Manages and coordinates urgent and complicated support issues.
- Act as escalation point for all Service Desk Requests and Incidents.
- Develop and mature reporting and escalation processes to ensure free flowing escalations and information within the organization.
- Train, coach and mentor Service Desk Staff, including career development in-conjunction with Line Manager.
- Ensure knowledge transfer amongst Service Desk staff members to build resilience within the team.
- Oversee staff activities. Builds/obtains (from other departments) training material for support staff. As needed, schedule employee's times and provide backup support.
- Interact and build relationships with both internal and external customers.
- In all instances where an incident exceeds SLA criteria, is responsible for Root Cause Analysis and to rectify shortcomings in any process or procedure on the Service Desk.
- Studies the Call Logging statistics and reports on failures, trends and successes. Suggestions to continuously improve processes or procedures, as a result of analysis, is an important part of role.
- Manages staff productivity to ensure maximum output with a high Customer Satisfaction Rating.
- Review survey feedback to improve services, tools and support experience.
- Responsible to ensure that Service Desk staff provides regular feedback to the Client on the status of open calls.
- Responsible for escalation resolution to ensure that all SLA's are met.
- Provide data and reporting of trends to the team and others in ad-hoc, weekly or monthly meetings.

- Work to make Service Desk the single source of truth and service delivery channel for IT. Monitor and manage queueing (participating in escalated calls as needed).
- Assist with the scoping of Service and Business Level Agreements to set expectations and measure performance. Develops an effective and workable framework for managing and improving customer IT support in the organization.
- Advise management on situations that may require additional client support or escalation.
- Manage process for communicating outage/emergency activities to the organization.
- Manage vendor relationships as it depends on daily operational needs.
- Keep confidential all applicant, client, and verification and company proprietary information.

Critical Requirements - Skills, Experience & Qualifications:

- Certifications in ITIL Service Management
- Training and Facilitation Skills
- A+ & N+
- Advanced Excel
- Project Management
- MS Products (MS Office suite, Email)
- Matric /Grade 12 Essential

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