

HELP DESK MANAGER

Company Overview

Roku Management Consulting (RMC) is a premier consulting and general contracting firm specializing in personnel, professional, and information technology services. Founded by a service-disabled veteran with a mission to create opportunities and provide exceptional customer service, RMC has rapidly grown, securing several federal contracts within three years.

Job description

Under general supervision, performs a variety of assigned duties that includes:

1. Provide daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract.
2. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.
3. Set the standard of behavior for customer engagement, playing a key customer advocacy role.
4. Developing and delivering services that support customer needs and inform IT Services objectives.
5. Lead a team that acts as customer champions, offering specialist advice and support on IT-related issues while providing customers with the best possible service and conveying a sincere willingness to help.
6. Service Desk Manager is a key role, tasked with managing a team of Service Desk Analysts. The manager is responsible for overseeing the day-to-day effectiveness of service provision and ensuring that targets are met.
7. Work within a large team, working most closely with Service Managers and Senior Service Desk Analysts, in order to drive service improvements.
8. Service Desk Manager offers specialist advice and support on IT-related issues, ensuring the effective management of all incidents and service requests through a telephone, email and appointment-based service.
9. Developing effective working relationships with colleagues within and beyond IT Services, in order to ensure that a consistent, high quality service is delivered by the Service Desk. This is a fast-paced and varied role, requiring excellent communication and customer service skills as well as a broad range of IT knowledge.

Required Qualifications:

- Education: AS/AA (or equivalent), related industry certification (e.g. ITIL v3)

- Experience: 6+ years of applicable Help Desk Management / Lead experience as outlined above.
- Experience supporting large-scale U.S. Federal Government agencies / customers / end users is highly desired.

Benefits

- Employer-provided paid Medical / Dental / Vision insurance.
- 401K plan.
- PTO
- 11 Federal Holidays