

# Job Description

## Technical IT Service desk Manager

### Summary

JP2 IT are a small Central London based Managed IT Services Provider.

We are now looking for a mature, people-oriented person who is a confident communicator.

This role combines IT administration and technical skills in a fast-paced environment.

You will work with a Service desk team of two other engineers and will ensure that our SLA response times are met.

We aim to reduce “touchpoints” by solving queries at Service desk level and if necessary ensure that they are escalated to the correct engineer. You will co-ordinate projects and user requests by collecting and streamlining all data require and ensure that work gets done in a timely manner.

Our clients tend to be Christian/Catholic charities, some of whom receive IT support from us on a Pro Bono basis. Therefore, a living Christian faith is highly beneficial for this role.

### Terms and conditions

- Job Title: Technical IT Service Desk Manager
- Salary: £30-40K per annum pro-rata (depending on experience/ skills set)
- Start date: ASAP
- Contract of employment: Initial six-month full-time contract with a potential to lead to a full or part-time, permanent role
- Hours: 35 hours per week, Monday to Friday with very occasional weekend work
- Place of work: Work from home with occasional meetings on client site
- Holiday entitlement: N/a
- Pension scheme: N/a
- Contractual sick pay: N/a
- Expenses: Travel expenses for site visits.

### Key responsibilities

- Ensuring that all support tickets are managed in line with relevant client SLAs and clients are communicated with in a timely manner (managing customer expectations)
- Triaging support requests via telephone, e-mail and the portal
  - Examination if there is enough information available to deal effectively with the support issue or if the user needs to be contacted to gather the required information
  - Acting as an escalation path for engineers
  - sending templated responses, fixing as many issues as possible at Service desk level
  - Chasing and escalating unresolved tickets to senior engineers or vendors' technical support
- Compilation and maintenance of clients' hardware and software inventories
- Compilation of monthly reports on different aspects of the Service desk operations
- Management of daily logs and events monitoring for clients' core IT systems
- Patch management and maintenance of endpoints, such as cloud data backup and antivirus Virus protection
- Follow best technical practices through the entire technical support process
- Writing and compilation of technical documentation, guidelines and procedures
- Checking the e-mail quarantine for e-mails
- Effective working relationships with third party suppliers & consultants
- Ongoing project work such as the development and fine-tuning of our management systems.

## Required Skills and Industry Experience

We are willing to train up the right person. Below are the skills and working knowledge required for this job:

- Datto RMM (Remote Management and Monitoring). Training will be provided
- Cloud & e-mail platforms, especially Microsoft 365 & OneDrive
- 3CX VoIP telephony
- Basic Network administration, involving routers, firewalls and switches (mainly Draytek)
- VPN connectivity, including site to site VPN connections
- Wi-Fi networks, using Mesh technology
- Windows Server 2012, Windows 8/10, Office 2016/365
- Computer hardware components
- Hyper-V, Active Directory (local & Azure), DNS, DHCP and IP networking & subnetting
- Local and cloud data backup
- To set up e-mail and user accounts, permissions and passwords and carry out new user inductions
- Amending e-mail distribution groups
- Working knowledge of GDPR legal compliance, general IT industry standards/best practices and awareness of any of our clients' IT policies and strategies.

## Personal Characteristics

- Excellent attention to detail – accuracy and consistency is key
- High level of professionalism, reliability and integrity
- Ability to explain technical problems in simple terms and to instil confidence in users
- Dedication to maintaining personal and professional development to meet the changing demands of the job
- Excellent written and verbal English communication skills
- Excellent time and project management
- Ability to work on own initiative
- Analytical, logical and methodical approach
- Ability to cope with pressure and challenging user requests.

## Opportunities & training

As the IT industry develops and moves forward very quickly, it will be essential to continually update your knowledge. You will need to stay up to date with the latest changes in all equipment and software used. This will not necessarily involve formal training; instead, you may be asked to study using online or using printed resources.

If you are interested in applying for this position, please email your CV and covering letter to [jobs@jp2it.com](mailto:jobs@jp2it.com) for consideration.