

Service Desk Manager

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Company: Berklee College of Music, Incorporated

Location: Boston

Category: other-general

Description

:Under the direction of the Senior Director for Technology Support, the Service Desk Manager is responsible for staffing and operation of the Technology Service Desk serving all Berklee students, faculty and staff. The Service Desk Manager works cooperatively with Training and Instructional Technology and Technology Services areas in Technology Training and Support (TTS) to align support efforts throughout the college. The Service Desk Manager manages the Support Analysts, Support Consultants and student employees staffing the Service Desk. This is primarily an on-site position.

ESSENTIAL FUNCTIONS/PRIMARY DUTIES AND RESPONSIBILITIES:

Functional/Technical:

Manage a team of staff and students providing walk in, remote and deskside support to faculty, staff and students

Manage day-to-day support operations by: ensuring support coverage; monitoring ticket assignment and open ticket management; relationship management; and cross-functional team support activity.

Manage service desk call queue within Zoom Phone, monitor call queue using real time call monitoring and daily reports

Contribute to cross-functional teams tasked with identifying root cause and permanent solutions for problems, improving technology related policies and processes, or other similar initiatives.

Lead continuous improvement efforts as a result of escalations, complaints, and service disruptions.

Participate in critical/urgent/major incident process as needed to enable timely service restoration and appropriate review/follow-up activities

Work collaboratively with other teams within IT Services to provide transition support during the introduction of new services and upgrades, technology refreshes, organizational changes, vendor partnerships, etc.

Keep management informed of trends, significant problems and expected delays.

Keep customers informed of global problems or scheduled downtime, via prescribed communications mechanisms.

Co-Chair the Change Advisory Board and participate in the improvement of the overall Change Management process

Participate in ITS Knowledge Advisory Team

Work with IT to ensure that required software titles are on hand to distribute to students at the start of each and throughout each semester

Ensure software packages and individual software codes are sent to students who paid for them through tuition billing or berkeley.edu retail sales page

Keep berkeley.edu webpages with information about software packages and hardware requirements up to date

Provide a first level escalation when customers wish to speak to a manager or supervisor

Teamwork:

Promote a positive and professional work environment.

Schedule regular team and one on one meetings with direct reports

Work cooperatively and share knowledge freely with all colleagues.

Build strong working relationships with colleagues and clients, and foster a culture focused on serving customer needs.

Seek out client feedback.

Actively translate client needs into viable technical solutions.

Adhere to all published guidelines.

Perform other duties as assigned.

Professional Development:

Stay informed of technology advancements, specifically those that are used or could be used in this position

Participate in required training for both technical and interpersonal skills; maintain any required certifications

Stay committed to actively enhancing skills in pursuing professional development.

MINIMUM JOB QUALIFICATIONS:

5 years of experience in the direct delivery of IT support.

1+ year experience leading one or more of the following: customer service team, technical team, project team, or project/program effort.

Up to date Apple Certified Support Professional certification.

Strong technical skills in the configuration, installation and troubleshooting of all currently supported MacOS, Microsoft Windows, Microsoft Office Suite, and experience troubleshooting peripherals (printers, scanners, etc.) and mobile devices (tablets, phones).

Demonstrated specialized knowledge of Macintosh and Windows operating systems as well as Apple and PC hardware. An advanced knowledge of administrative software associated with these systems.

Experience using and updating a Knowledge Management platform.

Working knowledge of local area networks and network administration and specialized knowledge of Active Directory, TCP/IP and wireless networking protocols.

SKILLS AND ABILITIES REQUIRED:

Strong leadership, technical and analytical skills.

Strong interpersonal skills in dealing with a wide range of clients with varying levels of computer familiarity.

Ability to translate technical instructions into easily understood steps to a diverse client base.

Ability to interact, communicate and work well with others;

Prior experience using ITIL-based incident and service request management processes and common industry IT Service Management tools.

Strong customer service skills including rapid response time, appropriate and timely escalation and incident resolution, and appropriate follow-up skills.

Strong organizational and time management skills; prioritize, and independently manage a changing workload and schedule.

Ability to work with a sense of urgency.

Ability to effectively manage projects.

Strong verbal and written communication skills.

Ability to learn existing and emerging computer technologies quickly.

Natural curiosity

Commitment to continuous improvement

KNOWLEDGE, SKILLS AND ABILITIES PREFERRED:

Bachelor's degree.

ITIL Foundations certification.

Up to date A+ or Microsoft certification.

Experience in project management.

Prior experience working on projects related to deployment of new or enhanced IT services.

Prior experience using and/or administering JIRA Service Management or similar ITSM tools

HDI Support Center Manager certification and HDI Desktop Support Manager certification

Strong understanding of the following software packages: Logic Studio, ProTools, Digital Performer, Komplete, Waves, Reason, VSL, GarageBand, Sibelius, Finale, Notion, Conducting, iMovie, iTunes, etc.

A broad understanding of digital audio hardware (Avid, PreSonus, MOTU devices, etc.)

A broad understanding of software synthesizers and plugins, strong understanding of MIDI technologies and hardware.

This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

Diversity, Equity, Inclusion & Equal Employment Opportunity at Berklee:

We support an inclusive workplace where everyone excels based on personal merit, qualifications, experience, ability, and job performance. Berklee affirms that inequality is detrimental to our faculty, staff, students, and the communities we serve. Our goal is to make lasting change through our actions. Berklee is committed to providing fair and equitable consideration of all employees and applicants without regard to race, color, religion, ancestry, age, national origin, place of birth, gender, sexual orientation, gender identity or expression, disability, genetic information, or status as a member of the armed forces or veteran of the armed forces, or any other category protected by federal, state, or local law.

As part of this commitment, Berklee will ensure that persons with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact the Human Resources Team at or call -- 5.

Currently enrolled Berklee students are not permitted to apply for staff or faculty positions.

Employee Type:

Staff

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