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Help Desk Manager

DirectViz Solutions, LLC, a high-level strategic consulting services firm that meets mission needs for commercial and government clients, is seeking a Help Desk Manager. This position will be located at Camp Humphreys, Korea and requires an active Secret clearance.

Responsibilities:

- The Helpdesk Manager is defined as the on-site contractor liaison between the Site Manger/ and the Service Desk Operation and will manage the performance of Tier 0 and Tier 1 services & support to clients (internal and external) and ensure that service levels are achieved. Ensures that customer expectations are met or exceeded and is responsible for ensuring the staff are meeting and exceeding expectations in regards to performance, meeting defined metrics/benchmarks, and that standards and processes are followed to provide effective customer service and meet requirements.

1. Oversee 100% of the requests, incidents and problems. Manages and coordinates urgent and complicated support issues. Act as escalation point for all requests and incidents. Develop and mature phone/ticket escalation processes to ensure free flowing escalation and information within the organization. Determine root cause of issues and communicate appropriately to internal and external customers.

2. Train, coach and mentor Service Desk agents including career development. Oversee staff activities. Works with training team to recommend/develop training material for support staff. As needed, schedule employees working times and provide backup support. Interact with internal and external customers. Working with recruiting staff, provide local outreach and interviews in support of recruiting operations.

3. Provide data and reporting of KPI's and SLA's and trends to PMO and Government in ad-hoc, weekly, monthly and as needed. Works with Service Excellence Office to drive Ticket Deep Dive and develop strategies for improvement. Work to make Service Desk the single source of truth and service delivery channel for IT. Monitor and manage telephony queue. Coordinate with Incident and Problem Management teams.

4. Work with Knowledge Management to ensure relevant and up-to-date knowledge articles are available to the staff. 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.

5. Manage process for communicating outage/emergency activities to the organization. Manage vendor relationships as it depends on daily operational needs. Review survey feedback to improve services, tools and support experience.

Qualifications:

Secret Clearance

Qualifications:

- Bachelor's degree and minimum of 5 years of experience or equivalent.
- Must be US Citizen with a Secret clearance (or higher)
- Security+
- ITIL v3