



We need an experienced **Service Desk Manager** to lead our Dundee based support team, ensuring customers receive an excellent customer experience at all times. This role offers a great opportunity to have real impact and to be instrumental in taking the Service Desk to the next level.

### **What you'll be doing**

You'll be leading a team of c. 20 made up of Service Desk Team Leaders and Analysts to provide exceptional levels of IT support and service to our GP, Shared Care, Primary Care, CCG and NHS trust customers across the UK.

It's a challenging and exciting role, offering you the opportunity to really shape our Service Desk from the ground up, supporting and developing the team, along with reviewing the desk through completely fresh eyes to make any necessary strategic changes and approaches to improve performance and service delivery.

You'll position the desk as a valued part of our business, becoming part of our wider business processes; using your team's reporting and data intelligence to help influence product design and improved services.

### **Your skills and experience....**

We're looking for an experienced Service Desk Manager used to running a desk ideally (but not essentially) within the software or healthcare sector. You'll have a good understanding of industry standards and approaches (such as Agile) and be used to working to contractual SLA's and KPI's.

You're a naturally positive and proactive person, able to inspire and develop a team to achieve and deliver their best. You're approachable and relatable, with strong communication skills.

- Able to drive change and influence enhanced performance with the team and wider organisation.
- Demonstrates calmness and composure under stress and uncertainty, inspiring the same in the team.
- The ability to multi-task and work comfortably under pressure, able to identify issues and work to resolve them in partnership with business leaders.
- Strong organisational skills; able to prioritise, manage multiple projects and meet deadlines.
- A creative and strategic thinker, with strong problem-solving and decision-making skills, with the ability to challenge and present new ideas and solutions.

### **What we're offering you**

This role offers a great opportunity to have real impact and to be instrumental in taking the Service Desk to the next level. You'll be the 'face of service', dealing with internal and external stakeholders of all levels up to Director, meeting customers and national bodies across the UK

It's a friendly, supportive and focused working environment, where you'll be part of our wider UK team who take great pride in our work and the positive impact our products and solutions have on a huge range of healthcare services across the country.

Along with a competitive salary, there's an excellent range of benefits – including a matched pension scheme, health cash plan and a well-being allowance.

**Other info**

This is a permanent full time role.

Hybrid working – part home, part Dundee office.

Salary package: £50-60k DOE, plus bonus and a great range of other benefits.

If this role sparks your interest and you'd like to join our team, please [apply directly](#) on our recruitment portal, or email any queries to our recruitment team [here](#).

Thank you, we look forward to hearing from you.