

POLYPIPE

SUPPORT DESK MANAGER

We are currently looking to recruit a permanent Support Desk Manager to work within the IS Department based at our Broomhouse Lane Site in Doncaster.

The role will involve:

- Prioritisation & management of all IS Support requests for all UK sites
- Ensuring completion of all support activities within the appropriate SLA's
- Ensure operational KPI's are identified, measured and rigorously delivered
- Ensure that a customer-centric approach and attitude is adhered to by all team members
- Development, implementation and management of practical standards aligned with ITIL frameworks and best practice
- Ensuring compliance with hardware and software standards

Leading a core support team within the larger IS team, including remote & dotted line reports. Resolution of more complex issues or escalation of these will require working closely with other IS functions or external hardware, software and services suppliers to deliver robust and timely solutions.

A 'can do' attitude and where necessary a 'hands-on' approach to ensure appropriate levels of service are achieved or exceeded.

The ideal candidate will be able to think methodically whilst working under pressure and should have excellent personal communication skills. Ideally the individual will have at least three years' previous experience of managing a IT Helpdesk in a similar sized organisation.

The skills and knowledge:

- A degree level education or demonstrable equivalent skills
- ITIL v3 Certified
- Understanding of Service Level Agreements, measurement of adherence and compliance to these
- Experience of the practical implementation/application of an ITIL approach in the workplace
- A structured approach to problem solving
- Experience in and familiarity with IT professional standards
- Excellent communication skills
- People management skills
- Desirable to have project management experience or exposure to a project based approach to service delivery
- Experience of using tools to define & document process and implementation thereafter
- Ideally familiarity with Office 365

Hours of work are Monday to Friday from 9:00am – 5:00pm with a half hour unpaid break

Please apply in writing including your CV stating current salary & salary expectations to:

Jeanette Foy (Jeanette.foy@polypipe.com), HR Dept., Polypipe Ltd, Broomhouse Lane, Edlington, Doncaster, DN12 1ES

Closing date: 29th June 2018

Polypipe operate an Equal Opportunities Policy