

Service Desk Manager

Net Consulting (NCL) is recruiting a **Service Desk Manager** to support our Enterprise customers and play a key role in delivering services to the Ministry of Defence (MoD).

As the **Service Desk Manager**, you will be responsible for the day-to-day management of a team of System Administrators, overseeing the handling of incidents and changes from MoD customers each week

Net Consulting provides managed services to both public and private sector organisations, helping them operate securely and perform at their best.

The **Service Desk Manager** will be based at Net Consulting's Head Office in Cardiff, with travel to MoD Corsham, as required by the customer. Travel to other MoD sites across the UK may be necessary, including potential overnight stays.

The successful candidate must be a sole UK national and able to obtain and maintain Security Check (SC) clearance for this role.

(Please note: Many positions within our company are subject to national security clearance and Trade Control restrictions, which may be affected by your place of birth, nationality, current or former citizenship, and any residency you hold or have held. Further details are available at United Kingdom Security Vetting: clearance levels - GOV.UK (www.gov.uk)

Responsibilities

- Managing incident resolution and ensuring service levels are met
- Maintaining end-user communications on live service issues
- Oversee and report on routine patching cycles
- Deliver excellent customer service and maintain stakeholder communication
- Prioritise tasks and delegate effectively to system administrators to ensure positive outcomes
- Providing content to support customer Governance and reporting boards
- Preparing service delivery reports
- Building relationships with stakeholders to help manage escalations

Person Specification & Qualifications

- Experience working within a service delivery environment and ensuring the service desk team excels in the delivery of all tasks
- Advanced incident management and stakeholder management capabilities
- Proficiency in ITSM tools - ITIL Foundation level qualified (essential)
- Confident, articulate communicator with strong presentation skills to senior stakeholders
- Educated to A level or Higher BTEC Higher National (or equivalent)
- A disciplined and structured working ethos
- High standards of professionalism, integrity and confidentiality
- Experience of working in MoD environments

Company Benefits

- Competitive Salary
- Workplace Benefits: Contributory Pension Scheme, Private Medical Insurance, Life Assurance,
- Critical Illness Cover, Health & Wellbeing
- 25 Days' Annual Leave (in addition to Bank Holidays)
- Your Birthday off
- Regular team events
- Performance Bonuses (Personal & Company)
- Excellent Career Progression Opportunities