

## Who are Start Tech

Start Tech is a trusted provider of managed IT, telecom, connectivity, and cyber security services for small and medium-sized businesses across the UK. Established in 2000, we have built a strong reputation for delivering exceptional service and innovative solutions tailored to meet our clients' needs. With over 30% year-on-year growth for several years, we are on an exciting trajectory and have ambitious plans to sustain this momentum. We work with a diverse range of clients across multiple sectors, helping them achieve their goals through technology. Our success is driven by our commitment to customer satisfaction and a team that is passionate about what they do.

At Start Tech, we are committed to fostering an inclusive and collaborative workplace where innovation, integrity, and excellence thrive. We believe our success is built on the dedication and expertise of our team, and we are excited to welcome new talent to join us on this journey.

## The Role

As the **Service Desk Manager**, you will lead and develop the service desk team to deliver reliable and efficient IT support services. You will ensure that operations run smoothly, resources are managed effectively, and service standards are consistently met. Additionally, you will play a key role in driving improvements across the service desk, enhancing performance, and supporting the broader objectives of the organisation.

## Key Responsibilities

- Lead and coordinate service desk operations, ensuring the team delivers efficient and high-quality support services.
- Develop and maintain service desk policies, processes, and best practices.
- Monitor and analyse key performance indicators (KPIs) to assess and improve service levels and response times.
- Support team development through training, coaching, and regular performance reviews.
- Collaborate with internal teams and stakeholders to ensure smooth service delivery and effective communication.
- Identify and drive opportunities for continuous improvement in service desk operations.
- Ensure timely reporting and documentation of service desk activities and client interactions.
- Stay informed about industry trends, emerging technologies, and Start Tech's service offerings to provide expert advice.

## What We're Looking For

- Demonstrated experience managing an IT service desk or technical support team, ideally within a managed services environment, with a minimum of 3 years' experience.
- Strong leadership and people management skills, with the ability to develop a high-performing team.
- Excellent problem-solving and decision-making abilities, particularly in high-pressure situations.
- Experience with service desk tools and platforms such as Autotask (or similar ticketing systems).
- Strong communication and interpersonal skills to effectively engage with clients and team members.
- A solid understanding of Service Desk best practices.
- Proficiency in analysing performance data and reporting on service outcomes.
- A comprehensive understanding of IT managed services, cloud solutions, and cybersecurity is preferred.



### What We Offer

At Start Tech, we believe in recognising and rewarding the contributions of our team. As a Service Desk Manager, you will enjoy:

- Profit share scheme – be rewarded with a share in the success you help create.
- Private healthcare – supporting your health and wellbeing.
- Employee Assistance & Support Programme – access to resources to support your personal and professional needs.
- 23 days of annual leave plus Bank Holidays – and your birthday off to celebrate in style!
- Regular company events – fostering a sense of community and teamwork.
- Two volunteer days per year – giving back to the community matters to us.
- Professional development opportunities – advance your career with training, industry certifications, and clear career progression pathways.
- Hybrid working options – supporting a healthy work-life balance.

