

Manager Members Support Services

We have two Service Desk Teams that require strong leadership and direction. The two companies have been in operation since 2001 and 2004, respectively. The first company's Service Desk provides I.T. support services to home and small business customers which includes technical liaison officers undertaking onsite work. The second company's Service Desk provides EDRMS and Records support via phone, e-mail and online support to a number of government organisations.

We excel at providing the best possible Service Desk solution to our customers. Our strength is the ability to provide a total solution, therefore we provide both onsite and offsite support as required.

Our team of highly motivated staff are dedicated to providing our members with a personal yet professional approach to their Service Desk needs and thus ensuring we meet the member's needs rather than try to mould the member to a ready-made solution.

We are extremely proud of our staff, selected not only for their I.T. knowledge but also for their commitment to customer service excellence.

Our offices are located in Williamstown, just 15 minutes west of Melbourne.

The successful applicant will become an integral part of the team.

WHAT CAN WE OFFER YOU?

- An opportunity to manage two unique Service Desks both having a diversity in customers' needs and their requirements
- An opportunity to take ownership of the Service Desk and provide that level of service you always wanted to see
- Be part of a dynamic and fun team who have a passion for what they do
- This role reports directly to the Chief Executive Officer and will have 5 - 8 staff reporting to them at any one time.

SPECIFIC ACCOUNTABILITIES

1. Strategy and Planning

- Re-engineer Service Desk according to industry best practices
- Establish Service Desk level agreements to institute problem resolution expectations and time frames
- Design request handling and escalation policies and procedures Develop and maintain formal procedures for consistency and increased productivity
- Analyse performance of helpdesk activities and document resolutions, identify problem areas, and devise and deliver solutions to enhance quality of service and prevent future problems

2. Operational Management

- Learn member requirements and build relationships with customers
- Oversee and manage the processing of incoming calls to the Service Desk via telephone, e-mail and the online helpdesk facility to ensure courteous, timely and effective resolution of end user issues
- Enforce service level agreements for problem resolution expectations and time frames
- Enforce request handling and escalation policies and procedures Be the point of escalation when requests cannot be resolved

- Ensure the Service websites are properly maintained and available to members at all times, including the weekly addition of new knowledge base articles to the site
- Write and distribute the members only e-newsletter as required
- Manage the businesses internal I.T. requirements
- Develop and implement robust processes to ensure that a high quality service is provided to both internal and external customers
- Check team members calendars on a weekly basis to ensure they are invoicing for time allocated in calendars
- Provide monthly reporting to members about requests logged, requests closed, open requests
- Manage the on-going renewal of new members, including being involved in signing up new members
- Ensure procedures are followed including but not limited to;
 - Members have been invoiced for all work documented within the technical liaison officer's (TLO) calendars
 - TLO's calendars are fully booked
 - Request Numbers are included for non maintenance work
 - MYOB Invoice numbers are included on all appointments
 - Keep TLO toolkits up to date

3. Staff Management and Development

- Manage staff on a day to day basis
- Implement staffing and scheduling models to ensure guaranteed coverage for customers
- Provide guidance and support to staff and ensure they are providing a professional service
- Train team members to ensure that support is provided in a consistent manner
- Facilitate Service Desk daily meetings
- Facilitate TLO weekly team meetings
- Plan and conduct regular performance reviews of staff
- Ensure that regular training and appraisals are provided to staff to ensure that each member of the team is able to provide the best level of customer support

4. Personal Development

- Maintain and upgrade your skills as required
- Continually review work practices and make improvements where possible
- Undertake professional training as required
- Contribute to the maintenance and development of procedural documentation needed to perform yours and your staff's activities

EXPERIENCE

- It is highly desirable that the successful applicant has experience in running Service Desks and teams of Technical Staff
- Experience in running managing/supervising staff on a day to day basis
- Experience in being able to sell a service or a product to the end users

SALARY RANGE

- \$75,000 + Super, Laptop & Mobile plus many other benefits listed below



POST
PO Box 620
Altona
Victoria 3018

STREET
Level 1/Studio 4
17-19 Orange St
Williamstown North
Victoria 3016

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FAX 03 9399 8721
EMAIL info@fyb.com.au
WEBSITE www.fyb.com.au

WORK-LIFE BALANCE

FYB has a strong focus on a successful work/home balance including:

- Provision of Breakfast
- Daily fruit basket
- Company sponsored social and team-building events
- Quarterly Sports Challenges
- Weekly Foosball competition
- AFL Days
- Monthly social gatherings at local establishments
- Bi-annual family events
- Fully paid GYM Membership
- GYM membership with access to all equipment
- Membership access to Swimming Pool
- Bonus scheme – Remuneration program for staff that complete 8 GYM/Swim sessions in one month
- One day off for your birthday

WHY CHOOSE FYB?

FYB is a progressive company in every aspect. We enjoy a friendly and unique working experience and provide our staff with opportunities to further advance their skills through training and mentoring.

The FYB team work closely together and as such the successful applicant would need to be able to work within a team environment.

We also care about our customers and we take pride in the solutions we deliver them. This allows the successful applicant to use their personality in the position to build relationships with the customer and develop unique solutions to suit their requirements.

Send your resume via e-mail to recruitment@fyb.com.au.

FYB Pty Ltd
Daniel Dawson
Chief Executive Officer
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