



IT Customer Care Manager

Reporting to the Manager, Information Technology/Customer Support and responsible for two direct reports, the IT Customer Care Manager role is to provide world class IT customer care service to the Executive Team, Management and all Staff.

This post also requires providing leadership to the IT support staff in Bermuda, fostering team spirit within the wider Group IT, and having a mindset for continual improvement of people and processes.

Strong technical and soft skills are essential for the position, and the post-holder must be passionate about driving end-user satisfaction. **Responsibilities include:** the management of all procedures related to prioritizing incoming support requests, dispatching available resources, and liaising with the IT helpdesk call center, managing the timely resolution of all end-user related IT issues, while upholding and encouraging adherence to departmental policy.

Core responsibilities will include: leadership and mentoring to IT Staff, measuring and reporting on key performance indicators, performance management, motivating and providing guidance to IT Staff for the efficient management of daily workloads, fostering a healthy working environment and team spirit, improving the quality of service on an ongoing basis, monitoring of departmental performance, conflict management, goal setting, and managing priorities of operational delivery.

The successful candidate will ideally have:

- Proven success working in a service-oriented environment coupled with a customer service-oriented mindset.
- A Bachelor's Degree in a relevant subject, coupled with IT related certificates preferred.
- 5+ years of professional experience gained in enterprise technical support or systems/network administration roles.
- 3+ years' experience gained in a people management role.
- Strong interpersonal skills with a high level of motivation, strong work ethic and 'infectious' positive team attitude.
- Must be committed to constant improvement of service delivery.
- Ability to effectively communicate, assess and provide services to meet the individual needs of staff members from both within and beyond the workplace.
- Proven skills in motivating, leading and supervising a team of internal IT customer service staff.
- Ability to use customer service trends and feedback to develop internal customer satisfaction goals.
- Ability to ensure the necessary resources and tools are available for quality service delivery. Including but not limited to maintaining an inventory of spares to accommodate rapid demands for working remotely.
- Must be capable of taking ownership of service-related issues and tracking to completion.
- Skill in effectively monitoring IT service staff workloads, resource planning and issue escalation.
- Good communication skills for liaising and communicating with vendors, customers, and internal departments. Able to build and maintain long-lasting relationships with key stakeholders.
- Ability to identify key issues; creatively and strategically overcoming internal challenges or obstacles.
- A high level of motivation and be self-directed together with strong problem identification and problem resolution skills in a breadth of IT subject areas, including hardware, software, network, firewall and general systems issues.
- Experience using and troubleshooting Microsoft Office with emphasis on Word, Excel, and PowerPoint - are both essential skill sets for this role.
- Strong knowledge of Microsoft based server and desktop operating systems.
- Experience using and troubleshooting MS Outlook in an MS Exchange environment.
- Experience using Microsoft Teams for hosting large group meetings.
- Strong understanding of PC hardware set-up and configuration.
- Excellent professional employment references.
- Industry knowledge of financial services, healthcare, or another highly regulated environment would be desirable.

**For more information,
or to confidentially apply please contact:**

Steph Brown, Recruitment Partner
Tel: 535-7163 Email: apply@recruitment.bm

Closing date: Friday, August 28th, 2020
We look forward to hearing from you!

