

**Assistant Support Desk Manager : OPERA DIVISION**

<b>Position Title:</b>	Assistant Support Desk Manager - Opera
<b>Position reports to:</b>	Support Desk Manager – Opera
<b>Direct Reports:</b>	Yes
<b>Office Location</b>	Adapt IT Johannesburg

**PURPOSE OF THE POSITION**

The Assistant Support Manager will work together with the Support Manager in managing the support, processes and staff involved in the support of the customers’ systems through first and second tier support and is the escalation point for support supervisors.

**PRIMARY RESPONSIBILITIES FOR THE ROLE**

- Coach agents/technical staff when problem areas are identified.
- Ensure effective training for support staff by scheduling ongoing training programs.
- Schedule support staff in a manner to ensure uninterrupted support service to our customers.
- Also paying attention to the age analysis of case, 72 hour no update and change of priorities
- Ensure that problems or complaints are actioned without delay and that effective follow-up action takes place to avoid recurrence.
- To take disciplinary action where outstanding service delivery is not present – to hold all employees to impeccable standards
- To set, maintain and continuously improve support standards by setting targets and measuring actual performance daily, and acting immediately where low performance is present.
- Monthly staff performance stats – report back to Service Delivery Manager on monthly performance and low performance so it can be formally addressed
- Quarterly staff KPI discussions
- Weekly; monthly; quarterly and annual team specific reporting and dashboards for management. Working together with the Incident Management team to address non-process adherence
- Implement and maintain procedures which contribute to increased efficiency in terms of customer support, i.e. functionality, reporting, automated tasks, etc.
- Conducting post analysis to ascertain if the escalation could have been avoided, identify gaps and implement corrective measures to ensure that such an incident/escalation does not occur again.
- Monitor calls in the queue and ensure the phone status is set to ready – and the first line team is



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Assistant Support Desk Manager : Opera – JOB SPECIFICATION



achieving an 80% SLA daily, act where this is not happening

- Manage staff time keeping and address accordingly, manage all sick leave where abuse is found.
- Ensuring that the team responds to service requests and incidents within the agreed SLA
- Improve the operational systems, processes and policies in support

### MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Grade 12/Matric
- Opera experience essential
- IT related knowledge (advantageous)
- Minimum 5 years' experience within hotel environment
- Knowledge of Microsoft Products

### DESIRED SKILLS AND QUALITIES

- Demonstrate aptitude or competence for assigned responsibilities
- Demonstrate ability to take initiative and carry our assigned tasks to completion
- Manage time, resources well and demonstrate good planning and organisational skills
- Committed, motivated and able to achieve tasks in line with deadlines
- Able to prioritise importance tasks and adhere to deadlines
- Excellent troubleshooting/diagnostic skills
- Be proactive and customer focus
- Excellent communication skills, both oral and written
- Meticulous, with high attention to detail
- Good inter-personal skills

Contact Person: [Mandy Barret](#)

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