



SUNDANCE GROUP, INC.

SUNDANCE GROUP, INC. *is pleased to be recruiting for the following position, on behalf of our client:*

### **IT HELP DESK MANAGER | Bradenton Florida**

*The role of the IT HELPDESK MANAGER will develop, lead and motivate a team of IT professionals to deliver excellent technical/non-technical support to corporate colleagues while delivering outstanding customer service, satisfaction, and timeliness. This position is one that has frequent contact with customers, direct reports, peers and independent vendors.*

#### **Responsibilities**

Manage and oversee a technical team of employees and lead professionals in a help desk environment who provides 1<sup>st</sup> tier support. Also:

- Create and/or resolve standards on escalated cases.
- Ability to meet deadlines.
- Incorporate industry best practices in all technical designs.
- Troubleshoot problems with network connectivity, web access, Outlook access and basic network connectivity, Exchange, SQL connectivity and ODBC by recommending process improvements.
- Use feedback from coworkers and customers to meet ticket count quotas as measured in metrics.
- Troubleshoot internal applications specific to the business.
- Conduct interviews and make decision on new hires.
- Must assist with customer inquiries if necessary.
- Develop a performance measurements framework.
- Participate in the development of a service level agreement and ongoing management of service compliance.
- Lead and participate in various projects.

#### **Requirements**

- Two (2) years prior Helpdesk or operational support management experience.
- Strong knowledge of Windows XP Professional. Windows 2000/2003 Server, MS Office 2003/2007, Active Directory, Exchange, SMS, SQL, SCCM.
- Adept at information gathering and deciphering to generate documentation.
- 4-7 years experience with Microsoft Windows Systems
- Advanced knowledge and troubleshooting device drivers, mirrored drives, disk array controllers
- Previous people and performance management experience.
- Prior experience in developing repeatable processes that comply with industry standards such as ITIL.
- Technical writing experience required for emergency outage notifications and releases.
- Working knowledge with all types of client-side hardware (notebook systems, desktop systems, printers and peripherals).
- Ability to drive projects and team members towards deadlines and deliverables.
- BS Degree or equivalent experience.
- HDI or ITIL certification highly desired.

#### **Personal Attributes**

- Strong communication skills – both written and verbal.
- Strong people and interpersonal skills.
- Ability to work independently and oversee a team with multiple deliverables.
- Ability to drive team towards successful customer delivery.
- Strong organizational and time management skills & Superior Customer Service.
- Develop and enhance cooperative interdepartmental relationships and communications.
- Ability to quickly learn new and upgraded applications.

***This is an outstanding opportunity*** to work within a one of the nation's largest providers of human resources outsourcing solutions for small businesses.

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