

**JOB TITLE:** Helpdesk Manager – full time

**PLACE of WORK:** Remote, other than the requirement to attend the office for Team meetings, Client meetings or as requested by GM or FD.

**REPORTS TO:** Head of Client Services

## The Job

This leadership role will support the continued growth of Touchstone FMS; and will be key to ensuring that we offer our clients high quality, best in class Helpdesk Support Services based on our application portfolio. The job holder will be a member of the Operations Management leadership team and will report to the Head of Client Services.

As a manager you will lead the team of Helpdesk Application Consultants and in conjunction with the Head of Technical Service Delivery, the Technical Support Consultants, based in the UK and India. Your responsibilities will include recruitment, staff management, and training, ensuring team members have the required skills to perform their duties. For the India based team you will organise shift working to provide optional extended support to our clients in the UK and abroad. Given the location of this team, you will also conduct weekly check-in meetings to review workload and productivity.

As an ISO9001 accredited organisation, the role holder must ensure compliance with our SLAs with clients and when necessary, take remedial action. Ongoing improvement is key to the success of this team, ensuring that we learn from our mistakes and continuously strive to exceed our clients' expectations.

Support Contract revenue is a significant part of the business, making a major contribution to the overall cost base. As one of the managers responsible for this revenue, your focus will be on ensuring our support services meet our clients' needs and are delivered professionally and efficiently. We expect you to maintain the right mix of skills, experience, and capacity within the team to drive revenue growth, year on year.

Within the Helpdesk Support Team, there is a sub-team known as the Client Services Team (CST). Historically, this team has provided advice, guidance, and counsel to nominated accounts to maximise the productivity from their software. This includes identifying training requirements, under usage of the application software, the need for re-engineering, or the need for a new application. This team is also responsible for "soft selling" our products and services and will work closely with Account Managers in Sales.

The CST is also responsible for our online training service. You will ensure we offer a comprehensive set of training courses to our clients and the wider SunSystems user community that are not Touchstone clients.

Working with Head of Client Services, the role-holder will review and redefine the CST's purpose and function to ascertain if it is required, can be economically resourced or made a profit centre by designing innovative service offers or re-positioning and re-purposing the team for a different role.

There is scope in this role to innovate and to define new ways to engage with clients to enhance our support offering and, where appropriate, to further monetise them. Ultimately, the goal is to position Touchstone as the partner of choice for SunSystems support.

You will work closely with other managers to ensure that our support services are co-ordinated and seamless to the client. Where necessary, you will also be expected to provide hands on support and act as a point of escalation if difficulties arise.

You are also expected to maintain a close working relationship with the software authors that provide our solutions portfolio, seeking guidance or assistance from them should the need arise.

We are looking for an enthusiastic, dynamic, experienced and client-focussed individual to take on a range of responsibilities, as detailed below, to cover our solution portfolio including Infor SunSystems, Q&A, HxGN EAM, Infor OS, TimeXtender (incl ETL Agile), Professional Advantage, Systems at Work, Yooz and Sysynkt applications.

Websites: [www.touchstonefms.co.uk](http://www.touchstonefms.co.uk) [www.touchstonebi.co.uk](http://www.touchstonebi.co.uk) [www.touchstoneenergy.co.uk](http://www.touchstoneenergy.co.uk)

## Key Responsibilities

- Ensure help desk provides high levels of client satisfaction.
- Maintain an understanding of customer and business needs, through the re-purposed CST team, involving Account Managers as and when required.
- Ensure customers renew their annual support and maintenance contracts each year by maintaining high levels of customer satisfaction through the provision of our Support and CST services.
- Recruitment, management, appraisal, motivation, and standards of job performance of direct reports.
- On-line training courses, the production of the course, the material and delivery by CST. You will also work with the Marketing team to promote these courses to Touchstone clients and beyond.
- Ensure ISO9001 standard operating procedures are adhered to and where necessary modify to improve.
- Work with ISO internal compliance and audit team to ensure we meet the standards and continue to improve.
- Supervise the day-to-day operations of the Helpdesk resources.
- Attend client service review meetings with account managers as required.
- Work with the Client Success Manager – Managed Services to contribute to the production and analysis of SLA reports for clients as required.
- Attend support handover meetings with clients at defined stages of the project cycle including UAT and Go-Live, as appropriate to the project, to review client requirements for call logging and escalation.
- Attend internal services meetings related to specific projects and ensure actions are followed up.
- Review the company's readiness plans for new product/service releases and schedule resource accordingly to complete test plans and release products to the business.
- Manage client escalations and complaints to ensure service levels are met by implementing appropriate resolutions and actions.
- Collaborate with stakeholders across the business to manage and develop the Freshdesk Helpdesk portal and create a plan for continuous improvement. Work with peers and authors to identify, research and resolve complex calls.
- Manage the escalation of calls to software authors where appropriate.
- Monitor and get involved with any quality-of-service issues or complaints from customers regarding our Helpdesk Services.
- When required, attend client and prospect meetings to support sales bids from a Services perspective.
- Work productively and constructively with other managers and staff across all departments.
- Establish and maintain strong and productive relationships with our key business partners ensuring Touchstone is held in the highest regard.
- Acquire and distribute relevant and important knowledge to your team.

- Attend business partner seminars and conferences to represent Touchstone and maintain our profile as a leading partner.
- Work with the Sales & Marketing teams to resource seminars, webinars, and other customer events, as well as presenting and leading such events.
- Work on any other reasonable request from the Head of Client Services, GM or FD.
- Always represent Touchstone in a courteous and professional manner, internally and externally.

### **Key Personal Attributes**

- Desire to pursue a career in a fast-moving, services-driven environment.
- Interested in using technology to drive beneficial outcomes.
- Excellent verbal and written communication skills.
- Democratic & supportive leadership style
- Mentoring, inclusive and collaborative approach
- Persuasive, confident, yet friendly and personable.
- Dynamic, confident self-starter.
- Curious, interested, probing, and challenging.
- Desire to lead a winning team.
- Takes pride and care in their work.
- Helpful, engaging and results orientated.
- Client-first attitude.