Service Desk Manager USMCA HUB

Atradius

The Atradius Group provides trade credit insurance, surety and collections services worldwide, and has a presence through 160 offices in 52 countries. The products offered by Atradius protect companies around the world against the default risks associated with selling goods and services on credit.

At Atradius, we believe in personal development and the Growth Mindset. Our Culture is based on teamwork, reliable accountability, constantly improving and unrivalled service. Read on more on our Career site: https://careers.atradius.com/en/careers.

Job Description

We are looking for an individual passionate about service excellence to oversee the day to day operation of Atradius' Service Desk team for the USMCA HUB.

You will provide leadership, direction, and supervise the Service Desk team to ensure that quality work is implemented, thoroughly, efficiently and according to in place SLA in a customer process driven environment. This position requires strong interpersonal and resource management skills to ensure that all resources are fully utilized in a team split over several international locations.

You are, in your region, the main point of contact for reporting service issues, and act as an

end-user advocate to ensure that service issues are resolved in a timely fashion.

Your home base will be in one of our main offices in that region and will require occasional travel to other Atradius offices.

In this position your key responsibilities will be:

- Oversee service desk management including its day-to-day operations, prioritization and timely resolution of tickets; resolving escalations for complex technical issues
- Ensure timely resolution of incidents, requests, and changes in line with SLAs.
- Provide leadership for our service desk team. Foster a positive and productive work environment, where team members have the skills and support necessary to succeed.
- Optimize workflows, ticketing systems, and service delivery.
- Regularly assess performance metrics and feedback and make recommendations for CI opportunities to enhance the effectiveness of the IT service desk.
- Manage vendor relationships and support the IT annual budget, tracking compliance, and managing invoice payments for selected vendors.
- Develop and track KPIs and metrics to measure team performance and service quality.
- Lead, mentor, and develop a high-performing global team of IT Service Desk Analysts and Team Leads to deliver outstanding customer service; provide training and development opportunities
- Conduct regular performance reviews, provide constructive feedback, and identify training and development needs for team members.
- Responsible for the budget related to the Service Desk area
- Ensure that Service Desk operating procedures are created, maintained and followed.

What you bring:

- In-depth understanding of IT support practices, ticketing systems, and incident management and proficiency in IT service management tools.
- Technical background in hardware, software and networking support.
- Experience in leading IT service desk or technical support operations, including team management, performance coaching, and process improvement.

•Exceptional customer-facing communication skills with a focus on service excellence.
•Ability to handle escalated issues and conflicts with professionalism and tact.
•Degree in Information Technology, Information Systems, or a related field (preferred) or equivalent professional experience.
•Fluency in English. Additional European languages are a plus.
•ITSM tools (e.g., ServiceNow)
•Excellent understanding of ITIL best practices and service delivery frameworks.
•Microsoft 365 ecosystem (Exchange Online, Teams, SharePoint, OneDrive, Office)
• Windows 11 and mobile device platforms
• Endpoint management tools (Intune, SCCM) and processes
• Identity and access management (Active Directory, Azure AD, MFA, SSO)
•ITIL v4 Foundation certification or higher
•Willingness to travel and engage with the business units in region

What do we offer?
•A dynamic, international and challenging work environment
•Training and support to reach your full potential including the opportunity for continuous professional development
•Attractive terms and conditions, including competitive salary, pension package and a range of flexible benefits and rewards
•Challenging tasks with individual development and training opportunities

Equal opportunities for all
The success of our organisation stands with the quality of our people and the ideas they have. Insights and innovative solutions for our customers are the result of an interplay of cultures, knowledge and experience. That is why diversity is extremely important to Atradius. To ensure that all colleagues within Atradius can develop their qualities, we promote an inclusive culture in which everyone feels involved and valued. We encourage and welcome everyone to apply to our positions.

Do you have any questions about our offer?
Cleo GLERUM, Human Resources, is available by e-mail at Cleo.Glerum@atradius.com.

I am Atradius! - Do you want to know who we are?
Get to know Atradius colleagues in this video:
https://www.youtube.com/watch?v=NnsgT04OpTU&t=4s

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You can find further information on our website: https://group.atradius.com