

# Role Profile: Service Desk Manager

Role updated:  
06/03/2026

Department	Division	Location	Salary Band
Finance & Corporate Governance	Technology and Data	Global including UK	C Mid
Reports to	Matrix Manager	Number of direct	Value-based behaviour level
Head of Technology and Data		2	Team / Project Manager

## Purpose

Drive effective decision-making focused on providing second- & third-line high impact support for Christian Aid's core applications, systems and hardware, investigating incidents, and working to resolve them in line with organisational values and goals.

Identify consistent and coherent actions currently carried out under second-line and third-line support, and develop procedures to enable the helpdesk analysts to follow the processes to resolve them at point of contact, fostering a team mindset, promoting the exchange of ideas, and empowering them to maximise impact.

## Main Areas of Responsibility & Accountability

- Ensure applications, systems and hardware are supported and to ensure the maximum capability and availability of systems in Christian Aid.
- Ensure a responsive support service is delivered to the organisation, to agreed service level agreements thinking critically and adapting to changing circumstances.
- Create an environment of continuous learning through the development and management of documented procedures for common support requests, which can be carried out by Helpdesk Analysts or volunteers on the service desk function.
- Resolve technical system related problems or recurring incidents through the development of recommendations made to the Head of Technology and Data to enable the enhancement of impact and service consistency.
- Develop processes to ensure an increase in the volume of calls successfully closed at the first line level, and minimal escalation of issues to third line support teams to drive meaningful and impactful streamlining of processes.
- Promote a culture of continuous learning throughout the service desk team to ensure highly satisfied customers for support queries.
- Act as an escalation point for complex technical situations, typically providing high impact level 2 and level 3 support, thinking critically to improve existing processes.
- Support French and/or Spanish speaking colleagues throughout Christian Aid with IT service-related queries and situations, promoting a culture of collaboration, continuous learning, and collective progress.

### Key Decisions

- Provides input to policy, procedures and practices and sets functional objectives, autonomous in terms of the decisions made in relation to maintaining service and standards relating to the IT service desk.
- Prioritise workloads defining teams' responsibilities, streamlining impactful decision-making.
- Decide how and when to escalate issues to continuously improve a consistent service.
- Plan and implement the support rota to ensure support is provided to organisational SLAs.

### Problem Solving

- Makes rational judgements from the available information and analysis in relation to elevated IT problems.
- Probes for further information or greater understanding of a problem.
- Produces workable solutions to a range of problems related to IT service provision.
- Demonstrates an understanding of how one issue may be a part of a much larger system.

### Key Interfaces

- Regular contact with individuals from all levels within the organisation, resolving elevated technical situations with applications and hardware. Providing explanations on complex matters, influencing others by persuasion and ensuring understanding and inclusivity.
- **Internal:** Across Christian Aid departments.
- **External:** Third party suppliers and partners.

### Knowledge, Skills and Experience

#### Essential:

- Significant experience of MS Windows support and enterprise level IT administration tasks. Diagnosing, troubleshooting and resolving second-line technical support issues, including those which touch on multiple systems.
- Highly developed communication skills dealing with a wide range of users, at all levels within an organisation. Exposure to ITIL service management.
- Experience of team leadership, ideally with staff based internationally.
- Highly developed understanding of current and recent Microsoft operating systems, desktop products and technologies.
- Detailed understanding of service desk technologies.

#### Desirable:

- ITIL Foundation or Practitioner qualification.
- Knowledge of IT project management methodologies.
- Highly developed understanding of current and recent Microsoft operating systems, desktop products and technologies.
- Highly detailed knowledge of ICT infrastructure (hardware, databases, local area networks) and the ICT applications and service processes used within Christian Aid.
- Experience managing Microsoft 365 applications (SharePoint, Power Platform, Teams)
- Provision of support in a development environment

**Travel**

**In Country:** Occasional

**Global:** Occasional