



**Tauranga**City

## Job description

|                       |                                                                       |
|-----------------------|-----------------------------------------------------------------------|
| <b>Title</b>          | Service Desk Manager                                                  |
| <b>Number</b>         | 9IT214                                                                |
| <b>Group</b>          | Chief Operating & Financial Office                                    |
| <b>Division</b>       | Digital Services                                                      |
| <b>Reports to</b>     | Service Delivery Manager                                              |
| <b>Direct reports</b> | Service Desk Engineer, Service Desk Analyst x 6, Service Desk Support |
| <b>Date</b>           | 13/01/2026                                                            |

### Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

### Job purpose

The primary purpose of this role is to lead the Service Desk team in delivering a reliable, responsive, and customer-focused Level 1 support experience, ensuring timely resolution of incidents and service requests, meeting agreed service levels, and providing an exceptional customer experience. This includes managing day-to-day service desk operations, maintaining knowledge bases, and driving continuous improvement in support processes.

### Key outcomes

|                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Operational Service Management</b> | <ul style="list-style-type: none"><li>• Oversee daily operations of the Service Desk, ensuring adherence to Service Levels and processes.</li><li>• Establish practices for monitoring of ticket queues and prioritising workloads.</li><li>• Ensure that proactive action is taken to anticipate, investigate and resolve problems in systems and services.</li><li>• Establish and lead processes that enable the Service Desk to clearly define the expectations</li></ul> |
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|                                                       | <p>of service quality, service levels, and availability in line with established service delivery standards.</p> <ul style="list-style-type: none"> <li>• Drive maintenance and enhancement of knowledge base articles to support self-service and efficient resolution.</li> <li>• Identify opportunities to improve processes, reduce ticket volumes, and enhance service quality.</li> <li>• Provide regular performance reports to the Service Delivery Manager, including service level compliance and customer satisfaction metrics.</li> <li>• Conduct ticket quality audits and provide appropriate coaching to ensure consistent high quality.</li> </ul> |
| <b>Customer Experience and Stakeholder Management</b> | <ul style="list-style-type: none"> <li>• Professional relationships are developed and maintained with key stakeholders.</li> <li>• Critical vendor relationships are established and maintained.</li> <li>• Delivery of an effective and efficient Level 1 customer service function to the wider organisation.</li> <li>• Ensure customer requirements are clearly understood to address the performance gaps that may have arisen in Digital Services.</li> <li>• Ensure all service desk interactions are professional, empathetic, and customer-focused.</li> <li>• Drive improvements in Time to First Response (TTFR).</li> </ul>                            |
| <b>Lead the Service Desk team effectively</b>         | <ul style="list-style-type: none"> <li>• Lead and develop a high-performing support team by setting clear objectives, coaching staff, addressing people-related matters, and ensuring delivery of quality support services.</li> <li>• Foster collaboration across Service Desk, application support, and wider technology teams to resolve issues, remove roadblocks, share knowledge, and deliver consistent outcomes.</li> <li>• Promote a culture of continuous improvement, technical excellence, and ongoing capability development to ensure support services remain effective and aligned with evolving technologies.</li> </ul>                           |

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The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

## Person specifications

| Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| <ul style="list-style-type: none"><li>• A business degree or Information Technology degree or equivalent experience.</li><li>• Experience in leading customer services, account management, ITIL or best practice Digital Services service processes; in particular Service Management business practices.</li><li>• 3–5+ years in IT support roles, with at least 1–2 years in a leadership position.</li><li>• ITIL Foundation certifications.</li><li>• Excellent communication and customer service skills.</li></ul> |

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## Our values

### **Pono / Integrity**

We do what we say we will do

### **Manaakitanga / Respect**

We listen to all views and show we care

### **Whāia te tika / Service**

We do the right thing for our community  
and each other

### **Whanaungatanga / Collaboration**

We work together and create connections