

United Arab Emirates Jobs Expertini®

IT Field Support Operations Manager in Dubai | Emirates Careers

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Company: Emirates Group

Location: dubai

Category: other-general

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Description:Coordinate the onsite activities, performance and administrative support of Field Support Engineers ensuring all calls are competently actioned within Service Level Agreement deadlines. Manage and direct the onsite Field Support Engineers across various locations and end-user technologies and ensuring that operational activities are carried out with minimal business interruption. Oversee the Incident Management process and ensure timely onsite repair of end-user devices and services. Supervise the physical installation of end-user equipment and maintain connectivity for end-users.

Responsibilities:Orchestrate the daily work and activities of the technical field support team in a lead capacity.

Manage the performance of services to customers at critical business operations, 24 x 7, 365 days per year, ensure that service levels are achieved and that customers expectations are met or exceeded.

Perform end-user satisfaction surveys and develop action plans to address areas needing improvement to ensure a positive customer support experience built on communication, problem solving and timely resolution of service disruptions.

Track and analyze incident and service request trends to identify areas of improvement, efficiencies and training.**Requirements:**Degree in a subject relevant to Information Technology Experience in Computer Operations and Infrastructure environment out of which ideally 3 years should be as a team leader. Job Related Knowledge

HR principles and resource management

Knowledge of Office 365, AD Azure and cloud technologies#J-18808-Ljbffr

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