



## IT Service Desk Manager

### General Summary:

The IT Service Desk Manager is responsible for overseeing all Service Desk staff and ensure that end users are receiving the appropriate assistance. This includes the responsibility of managing all procedures related to prioritization and resolution of incidents, including the monitoring, tracking and coordination of Service Desk functions. In addition, this position will handle miscellaneous special projects and be responsible for assisting with critical budgetary/cost analysis oversight.

### Primary Responsibilities:

- Supervises the IT Service Desk staff in supporting the day to day operations
- Monitors productivity of IT analysts to act on both positive and negative trends
- Leading and implementing application and support system projects. Assessing scope, schedule, and necessary budget
- Delivering operational metrics and reporting information to internal LucidHealth users and hospitals. Exposing key performance indicators to make data-driven decisions including staffing needs or adjustments
- Managing the ServiceNow product and process. Continuously assessing and implementing best practices and procedures.
- IT Service Management/ITIL expert and continuous improvement champion. Guiding associates in best practices of IT Service Management and continuous improvement methodologies.
- Developing, modifying, and delivering processes, policies, and standards relating to integrated systems and departmental functions
- Maintains key vendor relationships amongst cost/quality.
- Handles manager escalations from the IT analysts
- Keep informed of industry trends and changing technology related to field of expertise; make recommendations for changes to policy, practice and process accordingly
- Manages the IT Service Desk staff including performing performance evaluations, promotions, hiring and disciplinary actions
- Management and Oversight of LucidHealth Phone System through internal and/or external maintenance/administration of software/hardware.
- Perform other duties as assigned.

## Knowledge and Skill Requirements:

- Associates degree or equivalent work experience
- 2+ years' experience in supervisory role (Customer service and/or help desk management preferred)
- Ability to organize and manage multiple priorities simultaneously
- Strong written and verbal communication skills, and the ability to interact, instruct and support end-users and employees with varying levels of technical experience
- Knowledge of technical equipment and common software packages
- Analytical and problem-solving skills
- Self-starter with ability to learn and adapt to new technologies and technique
- Service Now Experience with relation to Help Desk and Service Request Support a plus
- Phone System, Preferably Cisco Experience a Plus

## About LucidHealth

LucidHealth is a physician-owned and led radiology management company. We partner with radiology groups to provide the technology and resources to increase the strategic value of their practices nationwide. Our focus on quality outcomes supported by strong physician engagement provides a unique organizational structure serving as a solid foundation. Our belief is that all patients should have access to the highest quality of subspecialized imaging care, regardless of facility size or location. Our mission is to empower independent radiology groups to deliver world-class, subspecialized care to all patients within the communities they serve. For more information, please visit <http://www.lucidhealth.com>.

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