



**Call. Connect. Relax.**

**Director, Help Desk Operations – Full Time**

*America's Remote Help Desk - ARHD*

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At ARHD, the Help Desk is a valuable asset and the centerpiece of the revenue generating business. If you're passionate about customer support and want the opportunity to grow a team, rather than constantly cut for the bottom line, you have found a unique opportunity. You will lead a growing 24x7 Help Desk team of 20 seasoned professionals. The team is strong and there are ripe opportunities to take it to the next level. If you're up to the task and you want to lead world class support, come join us.

Our Executive Management team has been working together for several years and we are seeking a strong contributor to join us and continue to grow the business in a responsible and exciting fashion. The ideal candidate is an organized, polished, professional **Director, Help Desk Operations** with a passion for their field.

Nominated by the Baltimore Business Journal as one the Best Places to Work in 2009 and Smart CEO's future 50 for 5 of the past 7 years, ARHD focuses on providing a positive, challenging work environment where family comes first. As a profitable company with zero debt join us to continue charting our own destiny.

**REQUIREMENTS**

- Minimum of 5 years working an enterprise Help Desk/Technical Customer Support environment
- Highly Proficient expertise with Help Desk Best Practices and ITSM methodologies
- Experience implementing Incident, Problem, Knowledge Management and Quality Control processes
- Experience independently managing a staff of at least 10 – refined management skillset
- Intimate knowledge of ACD Metrics, Call Handling and Routing Best Practices
- Experience Implementing and overseeing the administration of Service Management Systems
  - Exposure to various Service Management Systems (e.g. Remedy, Footprints, Service-Now)
- History of proactive process improvement and complex process implementation
- Genuine passion for leading legendary customer support
- Polished customer and "top to top" relationship management skills
- High level of proficiency with MS Office Suite, MS Visio and MS Project and MS PowerPoint
- Industry certifications relevant to the position are preferred (ITIL, HDI/STI, Six Sigma)
- Candidate must reside in the Baltimore, MD/Washington, DC market.

**Director, Help Desk Operations** will work full time our Headquarters located in Eldersburg, MD.

ARHD provides a competitive compensation plans and long term career opportunity. In addition, we offer an extensive benefit package; including vacation, medical, dental, vision, retirement plan, training and learning opportunities.

We are an equal opportunity employer. For more information on our company, please visit us online at [www.remotehelpdesk.com](http://www.remotehelpdesk.com).

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