



# **Service Desk and Incident Manager: Careers in IT service management (BCS Guides to IT Roles)**

*Peter Wheatcroft*

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## Service Desk and Incident Manager: Careers in IT service management (BCS Guides to IT Roles)

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The role of a service desk manager is to provide the single point of contact between an IT organisation and its users. A major part of this role is to ensure that incidents are dealt with effectively and normal service is restored as quickly as possible. Responsibilities include developing, implementing, monitoring and improving processes and procedures and this essential guide covers areas such as purpose, required skills and career progression, as well as tools, standards and frameworks.

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