

# Service Desk Managers Crash Course



In Service Desk Managers Crash Course, you'll learn from the experience of one of the industry's most well-known former practitioners. Phil Gerbyshak offers an updated and an easy to read-and ready to implement-source for the new manager, and a great refresher for the seasoned one. His combination of expertise and easy-to-grasp teaching veers something close to genius for a support desk reference. When it comes to the taller tasks facing a new manager, there's the kind of wisdom you need: How do I interview and hire quality people? How can I delegate effectively? What makes a great team, and great team-work, in the fast-paced environment of help-desks and the support field? These all-important chapters make the book an ideal choice to include in any hiring package for new managers. Phil's unique insights will be useful for the seasoned manager, too. Sections on ITIL, discipline, hiring, tool selection, measuring and managing performance, along with easy to implement metrics, will serve the newbie and the sage equally well. You'll find a clear and thoughtful discussion of a vital but often overlooked skill: designing appraisals that encourage improvement rather than suspicion or resistance. Crafted in an approachable style and format, Service Desk Managers Crash Course doesn't tell, it shows. Via clear example and revealing anecdote, Phil demonstrates that the job of a help desk manager can be a satisfying role built around a magnetic idea: a few simple metrics, a great attitude, a little knowledge, and enabling others to succeed are a manager's biggest secret. This book is perfect for new service desk and help desk managers to learn the tools and tricks of the trade - as well as for experienced managers who need a little refresher.

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