



## Key IVR Job Description

Role: Technical Helpdesk Manager  
Permanent  
Office based in Doncaster  
Monday to Friday 8.30am to 5pm

Key IVR Ltd provide secure credit and debit cards processing platforms for businesses across the UK and Europe. Central to our business success is providing excellent customer service and an industry-leading helpdesk function. We are looking for an experienced helpdesk manager to assist in structuring and growing the existing team.

The successful applicant will be managing the department and be hands-on when necessary. They will be liaising with the operations team for allocation of resource and reporting into the monthly senior management team meetings. We are looking for someone with a technical experience, but a proven track record in creating, implementing and adapting processes as the team matures and evolved.

Excellent communication and verbal/written skills are essential for this role along with a real customer-first attitude.

In return, the role attracts a salary based on experience, a competitive holiday entitlement and an exciting role within a fast moving and high-growth FinTech SaaS business.

### How to Apply:

Please email Dianne Smith on [Dianne.smith@keyivr.co.uk](mailto:Dianne.smith@keyivr.co.uk)  
Or submit your CV at <https://www.keyivr.co.uk/meet-our-team/#cv>

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