



# BERKA

Solutions

## **Berka Solutions Ltd**

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### *Job Description – Service Desk Lead Planner*

#### **Company Info**

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#### **Role – Job Description**

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To provide daily and weekly planning of all PPM scheduled tasks, reactive tasks and project works associated with both our installation teams and service maintenance teams.

As the Lead Planner, you will work closely with senior managerial to deliver best-in-class Asset Care, planning co-ordination and schedule management.

You will have responsibility for the Service Desk team, and the governance of both internal technician communication and customer satisfaction engagement KPIs.

Carry out PPM generation, planning & scheduling through our CMMS system on a weekly basis. Hold weekly Planning meeting with technical team to match resources and task activities in an efficient and structured manner.

On a daily basis you will ensure Reactive tasks are managed and communicated inline with client KPIs while maximising the productivity and efficiency of the Technicians.



Ensure that all PPM and Service tasks are delivered on time, in a compliant manner.

Ensure robust governance of Service Desk and provide ambition and commitment to the business. Be an enabler to success.

## **Role – Service Desk Lead Planner**

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1. Reporting Line – The Service Desk Lead Planner will report to the Head of Operations
2. Direct Reports – Two (Service Desk Agent and Service Desk Administrator).
3. Location – Quin Road, Ennis, Co.Clare.
4. Status – Full time contract pending 6 months probationary period
5. 40 hours a week
6. Accountability - Day to day management of the Service Desk and planning and co-ordination of all technical tasks.
7. Primary function will be to ensure all technical tasks, both PPM and Reactive, are received and logged from customers or the CMMS system, POs or approval received, assigned to technicians for completion, closed out efficiently and effectively by technicians, provide feedback to customer including reports and invoicing.
8. As part of the business team, you will be expected to hold the integrity and reputation of the business in the highest regard.

## **Responsibilities**

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- Ensure all Service desk services are of the highest level of compliance and quality standards.
- As a Service Desk Lead Planner, you will be at the heart of the technical Service delivery, working alongside the Ops manager, and will provide invaluable help in supporting the Technicians with the day-to-day delivery of services.
- A brilliant multi-tasker, the Service Desk Lead Planner will ensure that all technical tasks, both PPM and Reactive, are received and logged from customers or the CMMS system, POs or approval received, assigned to technicians for completion, closed out efficiently and effectively by technicians, provide feedback to customer including reports and invoicing.



- Proactively developing customer relationships by making efforts to listen to and understand the customer (internal and external). Demonstrates a diplomatic personal style in addressing customer needs
- Work effectively with team/work group to accomplish goals. Taking actions that respect the needs of others

- You will provide day to day planning & scheduling of all work carried out by the Technician Team and contract service providers
- Responsible for the release and issue ppm's on a weekly/monthly basis.
- To compile and maintain robust ppm's through the change control systems.
- Responsible in maintaining the integrity of information within the CMMS for completeness and correctness.
- Responsible for maintaining accurate supporting documentation.
- To monitor and report on the WIP-flow-completion of Reactive Task and PPM's.
- Responsible for producing reports as and when required and assisting in compiling data for KPI's.
- Responsible for the documentation is maintained to ISO 9001 compliance standard.
- Responsible for all systems referencing the CMMS to ensure correct procedures are followed regarding Asset management.
- Responsible for the maintaining of the CMMS system for all maintainable assets.
- To be flexible and assist the Technical supervisors and contract managers in any maintenance planning role.
- The post holder will follow safe systems of work, taking reasonable care of their own health and safety, and that of others. Eliminating or reducing risks where practicable by complying with safety rules and instructions and reporting hazards to management for prompt action

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- Proactive Management of the Service Desk. Communication and engage, formally and informally, daily with operations Manager.
- Take responsibility for managing any issues arising.
- Build relationship, set up meetings, provide co-ordination and facilitation of the technician team.
- Technician resource planning including holiday management with technician supervisors
- Play a key role in crisis management, BCP and DR support
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- Communicate any concerns to both the ops Manager in good time.
- Issue monthly reports detailing key performance indicators in relation to Service Desk objectives.



- Take responsibility for the quality of your work, and proactively encourage best practice behaviours in health, safety and environmental on a day to day basis.
- Adhere to the Company Safety Statement, safety rules and regulations.
- At all times wear appropriate PPE including but not limited to branded and supplied safety garments.
- Seek to find continuous improvements and sustainability opportunities and bring them to the Ops Manager for review.
- Be an ambassador through exceptional performance, positive values and behaviors, insightful investigations, clear communications and collaborative team development.
- Attend monthly meeting to review goals with Ops Manager
- Ensure complete hand-over reports are complete for each quarter.
- Provide exceptional service in order to meet and exceed our customers' expectations
- Be flexible and willing to carry out other duties as may be assigned to you by the MD or Ops Manager from time to time. Such work can be outside the area of your normal duties

## Experience, Training & Qualifications

- Minimum five years' experience in both PPM and Reactive Planning, CMMS systems and technician engagement.
- Candidate needs to be self-starter, strong communication capability, determined, professional and extremely well organized.
- Customer focused - delivering an exceptional service in order to meet and exceed our customers' expectations
- Effective Communicator: Professional and excellent verbal and written communication skills. Excellent interpersonal skills.
- Teamwork: Actively contribute to the development of a positive team environment, demonstrating a flexible approach.
- Attention to Detail: Ensures that work is executed accurately and completely, paying close attention to the detail. The ability to produce clearly written reports and present to a diverse stakeholder group in a clear and concise manner.
- Fully PC literacy and experience using Microsoft Office Suite, Microsoft Office Project, and Business Management platforms.



- Experience in Asset care and reliability would be beneficial
- Hold a current valid driving license.

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Reference Checks required