

IT Support Centre

Vision statement

To be a leading IT Support Centre, providing exemplary customer service to The University of Manchester.

Mission statement

We will provide a single point of contact for our customers and take ownership of their queries to deliver an exceptional, efficient and friendly IT service.

Critical success factors

Our staff

We provide ongoing training and career development.

We provide a suitable working environment and the tools for our staff to do their job well.

We provide a rewarding and varied role.

Our customers

We take ownership of our customers' enquiries, requests and issues.

We provide a service which exceeds our customers' expectations.

We are actively engaged with our customers, whether they are making suggestions, compliments or complaints.

Our effectiveness

We are available for our customers 24/7, through a variety of channels.

We respond to our customers in a timely manner, constantly striving to increase our capability to deliver a complete service at the first point of contact.

We provide the correct advice and follow the right procedure first time, every time.