




Global Head of IT Service Desk for a Global Shared Services Company

The Background



Our client, a multinational Shared Services company in the Infrastructure sector, reached out to Curran Daly given they were looking to hire a Global Head of IT Service Desk for their Manila office.

The resource was to pioneer a Global IT Service Desk team to be built from ground-up, supporting their sites across multiple geographies covering English, French, Portuguese, Spanish, and Bahasa speaking regions.

This was the first time they were building a global service desk team of this capacity, and the assignment was highly confidential requiring Curran Daly to sign a Confidentiality Agreement prior to the project kick-off. After an initial briefing and discussion of timelines with the hiring leaders and HR team, Curran Daly commenced the search.

The Process





Armed with a good understanding of the target profile from the client discussions, and utilizing both our network and database, Curran Daly endorsed 5 strong candidates for the role. Throughout this process, Curran Daly maintained communication with both the onshore and offshore HR teams providing updates and feedback on a daily basis.

While the Global Head of IT Service Desk role was the priority, this resource was to eventually manage a pioneer team of 20 headcount also based in Manila (e.g. IT Service Desk Leads and Bilingual/Multilingual Analysts), hence once the initial batch of endorsements for the Head position was in place, Curran Daly concurrently commenced sourcing for the Service Desk lead positions, followed several weeks later by the Analyst roles.

The Outcome



Once the initial shortlist of 5 candidates had gone through a series of online tests and interviews, the client chose 2 candidates for a final interview.

Curran Daly proceeded to work on re-confirming key information from the final candidates, whilst also conducting reference checks, though unfortunately one of the shortlisted candidates dropped out of the running having decided to accept a job offer from another company. The client immediately moved forward to closing out their offer for the other shortlisted candidate, who was delighted to accept.