



Service Coordinator

About us:

ITConnexx, Inc., serving as the IT Department for small and medium businesses, is looking for innovative individuals to grow with us. ITConnexx, Inc. prides itself as being a company driven by a strong culture, motivated solely by client satisfaction. We are a unified collection of passionate individuals who value community and our interdependency. We focus daily on company and individual integrity, while remaining humble.

Your role will include:

Service Coordination & Dispatch

- Act as the primary point of contact to the client for all types of service requests
- Pre-process service requests as they arrive through email, manual entry, or direct client input
- Monitor schedules and availability of all resources to assign and prioritize service requests
- Work closely with Service Manager to manage client expectations and adjust schedules of reactive support team
- Monitor all open tickets to ensure progress is being made, escalate, and reassign as necessary
- Communication with clients as required: keeping them informed of ticket progress, notifying them of impending changes to technician availability
- Provide end user technical support for “quick fix” service requests
- Assist Service Team with documented administrative tasks. For example, creation/termination of user accounts

Organizational Development

- Develop rich professional relationships with our valued clients
- Participate in our outstanding company culture



Knowledge, Skills, and Abilities:

- Required
 - Ability to multi-task and adapt to changes quickly
 - Technical awareness: ability to effectively match resources to technical issues
 - Interpersonal skills: such as telephony skills, communication skills, active listening, and client-care
 - General knowledge of Microsoft Office applications and Operating Systems
 - Detail oriented and dedication to process. Ability to closely follow documentation and update when necessary
- Preferred
 - Experience with Ticketing Systems and/or RMM tools

Required Personality Traits:

- Effective communicator. Ability to understand, prioritize and communicate details of service requests with technicians and clients
- Self-motivated with the ability to work in a fast-moving environment
- Passionate team player, with high integrity and humility

Experience/Education:

- Required
 - Associate degree in Computer Support, or another related technical field
- Preferred
 - Experience troubleshooting end-user issues in a Microsoft Windows desktop environment
 - Experience in a managed services provider environment
 - Experience with scheduling / dispatching technicians

Job Parameters:

- Full-time position. Some limited over-time required, depending on workload
- Must have valid driver's license and reliable car
- Ability to lift 40lbs.
- Competitive benefits package
- Competitive salary commensurate upon experience

To Apply

- Submit resume and cover letter to resumes@itconnexx.com