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The IT Support Coordinator is responsible for attaining maximum utilization of internal and field technical resources through daily triage and dispatch of support requests.

Primary Responsibilities Include:

- Act as the single point of contact to the client for all types of service requests
- Coordination of all IT support groups to ensure maximum utilization of billable resources
- Pre-process service requests as they arrive through email, manual entry, or direct client input to properly triage the request and verify all relevant details are accurate
- Schedule internal and field technical resources on the dispatch portal for remote or on-site service
- Monitor resource schedules to ensure prompt time entry on service requests
- Monitor dashboard containing service metrics to ensure all Service Level Agreements and all team metrics are being met on a daily basis
- Communication with clients as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages
- Answer all incoming phone calls to the support team
- Follow up on Service calls to ensure client satisfaction

Additional Duties and Responsibilities:

- Improve client service, perception, and satisfaction
- Fast turnaround of client requests
- Ability to work in a team and communicate effectively using written and verbal skills
- Escalate service requests that cannot be scheduled within agreed service levels
- Enter all work as service tickets into ticketing system
- Engage with all internal departments as needed to ensure client needs are being addressed properly, timely and with a focus on client service
- Receiving and batching items in preparation for scheduled service calls
- Data entry of a varied nature, Internal processing of ticket times for billing and reporting purposes, assist with process flow and improvement on going.

Knowledge, Skills, and/or Abilities Required:

- Basic computer and operating system knowledge
- Strong sense of awareness, organization, memory and ability to research information
- Interpersonal skills: such as telephony skills, communication skills, active listening and client-care
- Ability to multi-task and adapt to changes quickly
- Technical awareness: ability to match resources to technical issues appropriately
- Service awareness of all organizations key IT services for which support is being provided
- Understanding of support tools, techniques, and how technology is used to provide IT services
- Typing skills to ensure quick and accurate entry of service request details
- Self-motivated with the ability to work in a fast moving environment without daily direction