



JOB DESCRIPTION

Job Title: Help Desk Triage / Technical Service Dispatcher

GENERAL SUMMARY:

The ideal candidate will be looking for a junior level technical support position that requires gathering information from end users, providing technical triage at a basic level, initiating service tickets, maintaining maximum utilization of resources through the dispatch of service requests, ensuring timely follow-up and closure of tickets, and providing exemplary service to our clients.

Essential Duties and Responsibilities:

- Act as the first point of contact for our client's service requests
- Gather and analyze information about the client's issue and determine the best way to resolve their concern
- Provide basic technical support and troubleshooting
- Record, track, and document the help desk request problem-solving process through to resolution
- Provide timely updates to clients and internal technical staff during the resolution process
- Coordinate schedules of technical staff to ensure maximum utilization of resources
- Prioritize service tickets according to urgency and importance, utilizing a predefined escalation process

Additional Duties and Responsibilities:

- Desire to provide outstanding customer service to our clients
- Ability to troubleshoot basic hardware/software issues, and determine appropriate resources needed for resolution
- Ability to work in a fast paced, customer service driven, team environment
- Ability to communicate effectively with clients, vendors, and internal staff
- College diploma in business administration, office administration or computer systems, or equivalent experience

Knowledge, Skills, and/or Abilities Required: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or abilities desired.

- Interpersonal skills: such as telephony skills, communication skills, active listening and Client-care
- Ability to multi-task
- Self-motivated with the ability to work in a fast moving environment