

MSP Service Coordinator

Full-Time position located at MXOtech in Chicago, IL

Our IT Managed Services Provider (MSP) division focuses on outsourced technology services for SMB customers through Technology Infrastructure Management, Help Desk Support, Security, IT Projects and Strategy. We're a growing boutique firm located in the West Loop looking for a Service Coordinator.

Overall responsibility:

The MSP Service Coordinator is responsible for day to day ticket dispatch and coordination. The Service Coordinator is responsible for properly setting up tickets from their inception. This includes setting up contacts, types, subtypes, SLO, etc. The Service Coordinator is responsible for the procurement process for hardware, software, and professional services. This includes working with vendors to generate quotes, placing orders, and scheduling for our engineers. Lastly, the Service Coordinator would be the administrative assistant to the Director of Support Services.

Primary Duties and Responsibilities:

- Answer incoming calls and dispatch support tickets
- Setup tickets properly by ensuring contacts, types, subtypes, SLO, resource, etc. are correct
- Able to identify potential problems or outages in a timely manner
- Generate quotes that include hardware, software, and professional services
- Purchase orders from 3rd party vendors
- Follow procurement process with incoming equipment
- Scheduling for engineers
- Assist Director of Support Services with multiple tasks including scheduling, running reports, and assisting with follow-ups

Qualifications:

- 3 years' experience required
- Microsoft Office experience
- Windows 10 experience
- Ticket system experience
- Quoting system experience
- Procurement experience
- Bachelor's Degree Preferred
- ConnectWise Manage and Sell experience preferred

Skills:

- Must be highly organized
- Must have a sense of urgency
- Detailed-oriented
- Ability to work in a fast-paced environment
- Possess excellent interpersonal and customer service skills
- Strong written and verbal communication skills
- Must be able to manage time effectively
- Ability to coordinate schedules

Physical demands:

- Ability to stand or walk occasionally
- Ability to bend, squat, climb stairs, and lift occasionally
- Ability to lift up to 50 pounds occasionally

Perks:

- Three different BCBSIL health plans, dental, vision and tax-savings health and commuter benefits
- 401k retirement planning opportunities, Divvy bike passes, cutting-edge training opportunities, company lunches and breakfasts, team awards, special company events and celebrations housed within a modern, cozy, work environment

Visit <https://www.mxotech.com/about-us/careers/> for more information and apply to jobs@mxotech.com.