

## Service Coordinator

### Full-Time position located at MXOtech in Chicago, IL

Welcome to MXOtech! We are a women-owned IT Managed Services company here in Chicago. Our culture and Chicago's most loved clients are what sets us apart and allow us to continue our success. We are looking for a Service Coordinator to work with our MSP team. If you love working with clients, being valued, challenged technically, and being respected for your talents, please apply. We need you!

#### Overall responsibility:

The Service Coordinator is responsible for attaining maximum utilization of internal and field technical resources through daily dispatch of service requests. You will perform service request intake from clients; assign, schedule and dispatch service engineers for remote or onsite service according to urgency, and contractual service level agreement (SLA). Strong client relations are a must.

The Service Coordinator is also responsible for the procurement process of hardware, software, and professional services. This includes working with vendors to generate quotes, placing orders, and scheduling the deployment of such equipment with our engineers.

#### Primary Duties and Responsibilities:

- Act as the single point of contact to the client for all types of service requests, working quickly and efficiently
- Answer all incoming calls for the Support Desk Team
- 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
- Schedule internal and field technical resources on the ConnectWise dispatch portal
- Monitor resource schedules to ensure prompt time entry on service requests
- Communication with clients as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages
- Improve client service, perception, and satisfaction
- Improve usage and increase productivity of IT support resources
- Escalate service requests that cannot be scheduled within agreed service levels
- Report the utilization of IT Support resources and successful completion of service requests to the Service Manager
- Enter all work as service tickets into ConnectWise
- Generate quotes that include hardware and software
- Perform purchasing of hardware and software
- Follow procurement process with incoming and outgoing equipment

#### Qualifications:

- Basic computer and operating system knowledge
- Interpersonal skills: such as telephone etiquette, 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 organization's key IT services for which support is being provided
- Understanding of support tools, techniques, and how technology is used to provide IT services
- Self-motivated with the ability to work in a fast-moving environment
- Customer-focused, with an ability to understand and manage customer expectations.
- Ability to work with team to manage schedules and tight deadlines.
- Professional written and verbal communication skills.
- Quoting and procurement experience
- Ability to periodically stand or walk.
- Ability to bend, squat, climb stairs and lift periodically.
- Ability to lift up to 50 pounds occasionally.

### **Preferred Qualifications**

- ConnectWise suite of applications including:
  - Manage
  - Automate
  - Control
- Has worked in Managed Services company previously
- Previous Client Service or phone related skills; familiarity with computer system support terminology concepts.

### **Perks:**

- We offer healthcare (Aetna), dental, and vision benefits DAY NUMBER ONE of employment. No need to wait for benefits to kick in. We have a great 401K with a company match, career path training, employee outings, lunches, events, awards, transparency with monthly company meetings. MXO covers 100% for the employee level on HDHP 5000 Plus plan, long term disability, and an Employee Assistance Program (EAP) as well as a wellness program through Aetna (Attain).
- A wonderful co-ed leadership team who cares about their staff, great co-workers, and we are in the process of building out a brand new office near the West Loop with a modern tech feel, gym, meditation space, IT lab, training room, and much more.

Job Type: Full-time

Pay: \$45,000-\$55,000 per year