



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:

- Gather and analyze information about the client's issue and determine the best way to resolve their concern
- Triage all incoming support requests (phone, email, automated, or in person,) to accurately determine the issue and its urgency/impact to business or end user.
- Dispatches and assigns all support requests to an engineering resource or department based on skillset and capacity.
- Escalates support requests when a client need arises, or an engineering resource requires assistance.
- Will be called upon to handle level one internal support requests and backup checks and support requests
- Provide timely updates to clients and internal technical staff during the resolution process
- Coordinate schedules of technical staff to ensure maximum utilization of resources
- Provides excellent client service during every interaction with clients
- Works to improve processes and innovation in regard to how the NOC team operates

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