



Job Title: Service Desk Dispatcher
Reports to: Service Manager

Department: Service and Support

Job Description

The Service Desk Dispatcher is responsible for attaining maximum utilization of internal and field resources through daily dispatch of service requests. The Dispatcher monitors and manages incoming client requests to they can be assigned to the appropriate resource to resolve client issues quickly and effectively.

Basic Functions:

- Act as the initial point of contact to the client for all types of service requests.
- Coordination of all support groups to ensure maximum utilization of billable resources.
- Pre-process service requests as they arrive through email, manual entry, or direct client input.
- Create service requests from phone calls.
- Schedule internal and field resources on the ticketing system dispatch portal.
- Monitor and coordinate 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, agreed outages, and follow-up on tickets.

Knowledge, Skills, and/or Abilities Required

An individual must be able to perform each essential duty satisfactorily to perform this job successfully. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Basic computer and operating system knowledge.
- 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 organization's key services for which support is being provided.
- Understanding of support tools, techniques, and how technology is used to provide 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.

Additional Duties and Responsibilities:

- Improve customer service, perception, and satisfaction.
- Fast turnaround on client requests.
- Ability to work in a team and communicate effectively.

- Improve usage and increase productivity of support resources.
- Escalate service requests that cannot be scheduled within agreed upon service levels.
- Report the utilization of Support resources and successful completion of service requests to the Service Desk Manager.
- Review tickets and time entries after ticket has been completed.
- Understand processes in our ticketing system by completing assigned training materials and blueprints online.
- Enter all work as service tickets in ticketing system.

Educational/Vocational/Previous Experience Recommendations:

High school diploma or equivalent
1 year of customer service experience required

Benefits:

- Competitive salary based on experience and qualifications
- Health, vision, and dental benefits
- Long-term disability, retirement plan
- Performance based incentives
- Full on the job training and support
- Fun working environment and culture
- Opportunity for advancement

The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.