

Expedient Technology Solutions, LLC

Job Description – Service Coordinator

Position Description

Expedient Technology Solutions (ETS) is a rapidly growing managed IT services company located in Miamisburg, Ohio. For over 20 years, ETS has focused on reshaping the experience for our clients and team members. ETS has developed a strong reputation for providing outstanding customer service through innovation, honest communication, and honoring our commitments.

We are actively seeking a **Service Coordinator** to reshape the experience for our clients and team members.

The Service Coordinator (Dispatcher) acts as the primary point of contact for clients, handling service requests, creating tickets, and coordinating with technical staff to resolve issues. They also manage service schedules, communicate with customers, and ensure prompt turnaround times for requests.

Duties and Responsibilities

- Continually dispatch, assign, and schedule tickets to the appropriate team member following ETS process and procedure expectations.
- Dispatch team members for onsite tickets as needed.
- Prioritize and reprioritize tickets on the boards.
- Coordinate more complex tickets that may involve multiple resources and after-hours scheduling.
- Meets or exceeds solution creation turn-around times.
- Work with other leadership as needed to effect outcomes.
- Ensure tickets that require due dates are completed within those due dates.
- Provide excellent communication and clear expectations for both internal resources and external clients.
- Work closely with the Team Lead to ensure process/procedures are followed and improved on to continually strive for peak efficiency.
- Appropriately handle all customer responses in the service boards through proper communications and dispatch.
- Ensure proper escalation process is followed for service tickets.
- Provide backup coverage for other service coordinators as needed.
- Complete other duties as assigned.

Essential Skills

- Effectively communicate with clients and ETS team members. Communication is key to our success.
- Excellent interpersonal skills with demonstrated ability to foster team collaboration.
- Strong organizational and time management skills. Able to balance responsibilities to ensure efficiency.
- Maintain a strong level of professionalism and commitment to the impact you have on our client satisfaction.
- Collaborate with team members on projects and issues. Provide and receive training as necessary.
- Ability to understand and communicate technical information is required. A basic understanding of IT concepts and terminology is helpful for effectively handling service requests.
- Proficiency with Ticketing Systems: Experience with ticketing systems like ConnectWise or Service Manager is highly desirable.
- Proficiency in Microsoft Office Suite and other relevant software.
- Detail-oriented with the ability to handle multiple tasks simultaneously.
- Proactive and able to work independently.

Expectations & Professional Growth

- Follow ETS policies, procedures, and service delivery expectations to ensure consistency.
- Work scheduled hours Monday through Friday, with some after-hours tasks as needed. Flexibility will be provided as determined by manager for after-hours tasks.

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- It is expected you will continue to grow as a valued team member through continued education (certification plan), research and study, and interaction with other professionals and leaders.
- In addition to working in the ETS office, occasional travel to local customer sites may be required. Reliable transportation is necessary.

Desired educational & training requirements, and length of experience

- It is desired you have a minimum of an associate degree.
- Having 1-3 years of experience in a related technical role is required. Event planning and coordination experience is a plus.
- This position requires you to complete process and technical training during your first 30 days.
 - These requirements involve shadowing team members, learning training procedures, client communication expectations, and specific technical skills/knowledge. This will be outlined in your onboarding schedule.

What is in it for you?

We offer a competitive total rewards program that includes:

- A management team that cares about you and your career growth
- Competitive Health Insurance package
- Dental & Vision insurance
- PTO and flexible work schedule
- Retirement plan (401K) with company match
- Company paid certification exams, training material, and online training tools

Purpose Statement and Core Values

Purpose Statement - Reshape the experience for clients and team members.

Core Values

- *Continued Growth*: ETS places a strong focus on each team member continually growing both professionally and personally.
- *Honest Communication*: ETS places a strong focus on consistent and honest communication between all team members and clients.
- *Deliver “Wow” through Service*: ETS provides Stress Free IT managed services, which promises an experience that goes above and beyond our clients’ expectations.
- *Honor your commitments*: ETS team members are expected to honor their commitments to our clients and company.
- *Respect and Serve Others*: ETS is founded on biblical based principles and places a strong focus on team members serving others and giving back to our community.
- *Innovation*: ETS places a strong focus on continuously improving how we think, work, and deliver solutions by embracing creativity, new technologies, and better ways to serve our clients and team members.