

Expedient Technology Solutions, LLC

Job Description – End User Support Dispatcher

Position Description

Expedient Technology Solutions is an established managed IT services company located in Miamisburg, Ohio. ETS has developed a strong reputation for providing outstanding customer service and for being a collaborative, strategic partner with its clients.

We are looking for an **End User Support Dispatcher** to schedule and coordinate ETS' team members to reshape our team members' and clients' experience.

Duties and Responsibilities

- Continually dispatch (assign) Help Desk tickets to the appropriate team member following ETS process and procedure expectations.
- Work closely with the Help Desk Team Lead to ensure process/procedures are followed and improved on to continually strive for peak profitability.
- Appropriately handle all customer responses in the Help Desk boards through proper communications and dispatch.
- Prioritize and reprioritize the technical work for all Help Desk tickets through dispatching and adjusting technical resources calendars.
- Ensure the success of Expedient Technology Solutions Service Level Agreements (SLA).
- Ensure proper escalation process is followed for service tickets in the Help Desk boards.
- Dispatch team members for onsite tickets, as needed.
- Ensure tickets that require due dates are completed within those due dates.
- Review current and completed Help Desk tickets to ensure time and agreements are entered appropriately.
- Triage new tickets coming onto the triage board, as needed.
- Suggest improvements to Expedient Technology Solutions' business practices as recognized.
- Provide backup coverage for other service coordinators as needed.

Essential Skills

- Effectively communicate with clients and ETS team members. Communication is key to our success.
- 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.

Expectations & Professional Growth

- Follow ETS policies, procedures, and service delivery expectations to ensure consistency.
- Work scheduled hours Monday through Friday between 8:00 AM and 5:00 PM.
- It is expected you will continue to grow as a team member through research and study, and interaction with other professionals and leaders.

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Desired Educational, Training Requirements, & Length of Experience

- Associates level of degree in Communications or related field of study
- Having one year of experience in a related role or Information Technology organization is preferred.
- This position requires you to complete process training during your first 30 days in the position.
 - These requirements will be outlined in your onboarding schedule.
 - These involve shadowing team members, learning training procedures, and client communication expectations.

What is in it for you?

We offer a competitive total rewards program that includes:

- An executive team that cares about you and your career growth
- Competitive Health Insurance package
- Dental & Vision insurance
- Competitive PTO and flexible work schedule
- Retirement plan (401K) with company match

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.
- *Balance*: ETS recognizes and supports the need for each team member to enjoy a quality life outside of work.