Expedient Technology Solutions, LLC

Job Description – Infrastructure and Cybersecurity Service Coordinator

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 **Infrastructure and Cybersecurity Service Coordinator** to reshape the experience for our clients and team members.

Duties and Responsibilities
- Continually schedule Infrastructure/Cybersecurity tickets to the appropriate team member following ETS process and procedure expectations.
- Dispatch Infrastructure and Cybersecurity team members for onsite tickets as needed.
- Prioritize and reprioritize tickets on the Infrastructure/Cybersecurity boards.
- Coordinate more complex tickets that may involve multiple resources and after-hours scheduling.
- Oversee project management, client onboarding and offboarding.
- Initiate internal and external project kick off meetings to ensure understanding of scope of work for all parties.
- Meets or exceeds solution creation turn-around times.
- Work with other leadership as needed to effect outcomes, including working with the Director of Professional Services to achieve agreement gross profit targets.
- Ensure the success of Expedient Technology Solutions Service Level Agreements (SLA).
- 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.
- Complete other duties as assigned.

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.
- Ability to understand and communicate technical information is required.

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.
- 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.
- This position requires you to complete process and technical training during your first 30 days.

o 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:
- 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.