

# Colombia Jobs Expertini®

## Service Desk Coordinator & Dispatcher

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Company: FUNCSHUN

Location: Colombia

Category: other-general

FUNCSHUN is Miami's premier managed IT services provider

Since 2011, we have been providing reliable, cost-effective technology solutions for small- and medium-sized businesses in Miami. Our clients benefit from our expertise in multiple industries, in-depth technology expertise, and experience with ever-evolving trends in the IT industry.

From taking care of all your day-to-day technology needs to protecting your IT environment from malicious cyberattacks to implementing an enterprise-level cloud and communications platform, FUNCSHUN offers all the enterprise-grade IT solutions and support you need to succeed, at a price that works for your budget.

### **The Role**

#### **You Responsibilities will include:**

Act as the single point of contact to the customer for all types of service requests

Coordination of all IT support groups to ensure maximum utilization of resources

Pre-process service requests as they arrive through email, manual entry, or direct customer input

Schedule internal and field technical resources on the dispatch portal

Monitor resource schedules to ensure prompt time entry on service requests

Communication with customers as required: keeping them informed of incident progress,

notifying them of impending changes or agreed outages

Improve customer service, perception, and satisfaction

Fast turnaround of customer requests

Ability to work in a team and communicate effectively

Improve usage and increase productivity of IT support resources

Escalate service requests that cannot be scheduled within agreed service levels

Report the utilization of IT Support resources and successful completion of service requests to the Service Desk Manager

Responsible for entering time and expenses in ticketing system as it occurs

Understand processes in ticketing system by completing assigned training materials

Enter all work as service tickets into ticketing system

General clerical and administrative work as needed

### **Ideal Profile**

You have at least 2 years experience, ideally within a Service Management role.

You have working knowledge of connectwise, English and organization

You are a strong team player who can manage multiple stakeholders

You pay strong attention to detail and deliver work that is of a high standard

You possess strong analytical skills and are comfortable dealing with numerical data

### **What's on Offer?**

Work within a company with a solid track record of success

Great work environment

Flexible working options

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