

Service Coordinator | Full-time | First Shift

Manager: Director of Operations
Team: Remote Systems Analyst, Field Systems Analyst
Location: Shreveport, LA

What We Do

Enterprise Computing Services is a managed services technology company that strives to provide the best IT experience in the Region. We work with hundreds of businesses around Louisiana, Texas and Arkansas helping them to grow and providing solutions to their IT challenges. Our clients see us as an extension of their business, so we focus on building unique relationships with each of them, providing vision and strategy for their technology needs and responding quickly when a technical issue is hindering their work.

Our Team

ECS is made up of smart, experienced, hard-working people. We look for team members who are focused on meeting the needs of our clients and are willing to go above and beyond to do so. Our core values represent who we are and who we are constantly striving to be. ECS provides comprehensive employment benefits, including health insurance, PTO, and 401K match.

Position Summary

As a Service Coordinator, you'll handle support-related tasks for members of the ECS Systems Analyst team. The work environment is fast-paced but fun; flexibility and problem-solving skills are a necessity. We are looking for someone who has excellent verbal communication skills, will maintain professionalism, and is adept at prioritizing and assigning work based on multiple factors. ECS is a very customer-centric company, so a thorough knowledge of customer service will be required.

Essential Duties & Responsibilities

Customer Service

- Provide responsive customer service. Answer internal and external customer/vendor calls quickly and pleasantly. Communicate in a friendly, professional and patient manner
- Perform all duties with the goal of building and maintaining long-term customer/vendor relationships
- Maintain exceptional customer service, understanding client satisfaction and perception

Daily Required Functions

- Monitor and review all service requests for your team, assigning to appropriate Analyst based on availability and skill-level
- Monitor and review KPI Dashboards daily for your team
- Report on your team's weekly KPI's to the management team
- Lead daily huddle meeting with your team and the management team
- Schedule remote and onsite technical support based on priority and urgency
- Communicate with customers regarding status updates, onsite visits, and scheduled work
- Ensure that service requests for your team are being resolved in timely manner
- Escalate service requests as needed
- Assist with emergency response as point-of-contact for customers and internal stakeholders

- Daily review of your team's service tickets to ensure accuracy as it relates to problem descriptions, Analyst time entries and ticket configurations
- Communicate pertinent information to Analysts and managers
- Perform other duties as assigned

Standards of Performance

- Customer call backs
- Manager feedback
- Review process and peer reviews
- Utilization reports (time and rate review)
- KPI's in Reporting Dashboard

Documentation and Reporting Functions

- Document internal processes and procedures related to duties and responsibilities.
- Submit time sheets weekly by Saturday at noon
- Entry of KPI's in Dashboard

Standards of Performance

- System work flow report
- Document processes created

Billing Requirements

- Responsible for entering time, expense and configuration information in ConnectWise on a daily basis prior to 12:00 a.m.

Standards of Performance

- Utilization reports (time and rate review)
- Personal contact required after missing deadlines

Communication

- Communicate customer need to the appropriate manager or account manager
- Communicate with customer regularly, keeping them informed of incident progress and notifying them of impending changes or agreed outages
- Utilize active listening and customer-care skills in identifying potential concerns
- Report customer concerns or complaints to your manager or account manager
- Answer internal and external communications timely and professionally

Standards of Performance

- Feedback from customer
- Feedback from persons responsible

Teamwork

- Demonstrate and promote a spirit of cooperation and teamwork throughout the Company
- Provide backup support for other teams and team members as needed
- Continually look for ways to improve our processes and ability to serve our customers effectively
- Improve personal performance on a continual basis

Safety

- Use safe work practices in the office and promote safe practices in the field
- Notify Director of Operations or other management of any unsafe conditions

Supervisory Responsibilities

- Manage Remote Systems Analyst and Field System Analyst
- Mentorship and leadership for your team
- Apportion work among team members
- Provide feedback to management about performance of associates operating under their purview
- Provide reports and recommendations to management as to employee status, advancement, and performance

Qualifications:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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.

Education And / Or Experience

- College or Technical degree with some IT maintenance experience is preferred
- OR One (1) year experience installing, administering and maintaining computers or network environments related to Microsoft, Hewlett Packard, Dell and/or Cisco

Language Skills

- Ability to communicate professionally, in English, both written and orally
- Ability to write business correspondence and process procedures
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public

Certificates, Licenses, Registrations

- Valid Driver's License

Physical Demands

- Regularly required to use hands to operate computer keyboard and telephone
- Frequently is required to walk and sit
- Moderately required to stand
- Occasionally needs to lift and/or move up to 50 pounds
- Specific vision abilities required by this job include close vision, and ability to adjust focus

Commitment Limitations

- May not make a non-budgeted expenditure or commitment of the Company in excess of \$500.00 without contacting management
- May not enter into any contractual arrangements with a client
- May not make quotes or give estimates for work performance

Business Behavior / Anti-Trust

- Do not discuss proprietary information (Company's or customer's) or business in general outside of work requirement
- Do not discuss company prices or terms of sale unless with customer in act of performing job

Confidentiality / Conduct

- May not divulge proprietary information regarding customer's business
- May not divulge any confidential personnel/corporate policy including discussion of performance reviews or salary
- Will not engage in gossip or other unprofessional conduct

- May not make changes in his/her Job Description, Standards of Performance or quarterly objectives without consultation with manager

Associate

Date

Manager

Date