TECHNICAL SERVICE DISPATCHER

Reporting to the IT Manager, the Technical Service Dispatcher is responsible for attaining maximum utilization and prioritization of internal and field resources through daily dispatch of service requests by both monitoring and managing incoming client requests so requests can be dispatched to the appropriate resource and location. The ideal candidate must be an effective communicator, well organized and able to multitask.

Job Duties

- Primary responsibility is overall staff coordination, not direct technical support.
- Act as the single point of contact to the customer for coordinating service delivery.
- Manage CRM calendar appointments for all technical support staff to coordinate project and support work maximizing utilization.
- Pre-process service requests as they arrive through email, manual entry, or direct customer input.
- 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, and agreed outages.
- Tracks and manages location of all technical support staff to ensure timely recording of all support activities and the resolutions of issues.
- Communicate with clients and staff to effectively schedule service tickets.
- Maximize schedule efficiency and effectiveness of technical support staff.
- Review/prioritize outstanding support requests.
- Assign and update ticket priority levels per company standards and based upon client feedback.
- While managing the schedule and/or rescheduling of any activities required to resolve tickets, also review the root cause behind any resolution delays, assignment rescheduling, etc. to ensure efficient work and timely issue resolution.
- Performs scheduling for routine pre-scheduled activity, on-demand requests, and emergency requests.
- Ensures that Service Portal provides an accurate reflection of work scheduled on-site, remotely, or employee out of office.
- Coordinate rescheduling as needed to accommodate urgent support requests.
- Escalate service requests that cannot be scheduled within agreed service levels.

Qualifications

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

- Interpersonal skills: such as telephony skills, communication skills, active listening & customer-care.
- Ability to work in a team and communicate effectively.
- Ability to multi-task and adapt to changes quickly.
- Technical awareness: ability to match resources to technical issues appropriately.
- Service awareness of all organization's key services for which support is being provided.
- Understanding of support tools, techniques, and how technology is used to provide services.
- Typing skills to ensure quick and accurate entry of service request details.
- Self-motivated with the need for little supervision.
- Completion of a bachelor's degree, advanced diploma and/or equivalent work experience
- 1+ years of business experience with a proven track record of achievement in an IT role