

CUSTOMER SERVICE COORDINATOR

Introduction

We are currently adding a seasoned Customer Service Coordinator to our team of highly trained professionals. The technician will be part of a dynamic group that supports our client's technology while providing superior customer service.

Computer Solutions offers an array of information technology products and services primarily to the South Texas region. Over the years, we have forged strong strategic alliances with leading IT service providers including Cisco, Microsoft, HP, IBM, and many others. In addition to hardware and software product sales, we are frequently our clients' primary contact for professional and consulting services such as Managed Services, Unified Communications, Network Infrastructure, and Server and Desktop Virtualization. Our record of success is clear – our client base has grown to approximately 300 companies across San Antonio and South Texas leading to tremendous annual revenue growth of \$1 million in 1984 to \$65 million in 2015. Our valued workforce of over 60 highly trained and certified staff create the culture of success within Computer Solutions, having recently been named as one of the "Best Companies to Work for in San Antonio" by the San Antonio Business Journal.

Position Summary

The Customer Service Coordinator will be a key element within the Computer Solutions NetWatch™ Managed Services support team and is expected to provide a basic level of technical and customer service to our customers through telephone interaction. The technician applies creative problem-solving techniques to identify the source of problem while keeping the customer well informed of our progress via our ticketing system and various other acceptable methods of follow up.

Responsibilities

- Answer inbound support calls from NetWatch™ clients while upholding the Computer Solutions' standard for a positive Client Experience.
- Outstanding interpersonal, organizational, and problem solving skill sets complementing a strong, customer service centric approach.
- Prioritize, schedule, and assign tickets to other service groups in accordance with departmental procedures
- Perform 1st level help desk support for workstations, operating systems, Microsoft Office Application Suite and basic end user IT support.
- Ticket Management Cycle - track and resolve problems from beginning to end using ticket management system.
- Validate monitoring alerts, create support tickets as required and execute troubleshooting problem remediation.
- Perform documented desktop and other routine maintenance tasks (patching, user maintenance and log reviews)
- Accurate, daily documentation of work efforts to ensure proper billing of clients and use of time.
- Assist with maintenance of existing systems and internal infrastructure.
- Maintain certifications relevant to job role and as required by Microsoft partner requirements.
- Stay current with new technologies and innovations.

Preferred Skills

- 1-2 years' experience within a computer related field with the capability to demonstrate an understanding of basic technology fundamentals.
- General understanding of Active Directory, DNS, Email (Microsoft Exchange), DHCP, File/Print, basic application support.
- Ability to perform desktop support and first level server support for the following Microsoft Operating Systems (Windows 7, 8, 10, etc.)
- Associates degree in computer science or related field or equivalent work experience preferred.

Highly Desired Qualifications

- A+, MCSA or higher