Service Dispatcher

Duties:

Responsible for coordinating the Technicians within Managed Services. Primary duties include the assignment and escalation of support tickets related to technical solutions such as computer desktop and network troubleshooting, updating the ticket's priority/status, organizing Technician schedules to ensure the schedules are efficient and productive, and following up with clients and team members as necessary. May be called to perform remote troubleshooting on incoming support requests. Investigates and resolves computer software and hardware problems and provides application software testing for standard desktop applications and business unit applications. Candidates need to be able to multi-task, think logically, work in a team, and handle conflict while having excellent communication skills, a customer friendly attitude, and a passion for Hawaii business.

Requirements:

Dispatching (60%)

- Excellent communication skills to collaborate with others under any type of condition
- Excellent organizational skills to assign and manage schedules, update support ticket priorities
- Merge duplicate tickets
- Scheduling and rescheduling support tickets to meet SLA
- Monitor the status of tickets and escalate as necessary for quality control
- Tracking and monitoring staff location and availability
- Ability to relay information in a fast-paced environment.
- Holding Technicians accountable to Pacxa standards
- Maximizing schedule efficiency and effectiveness of Technicians
- Escalating client complaints to management
- Ability to stay calm and be able to calm others while sorting out problems that may arise
- Assist with reviewing calls/chats for quality assurance and provides reports to management
- Escalates stale tickets to maintain quality assurance
- Validates notes and time are in tickets
- Develop and maintain documentation for desktop hardware, software, telecom devices, and peripheral components.
- Continuous learning

Support Technician I (40%)

- Receive telephone calls from users having problems or questions using computer software, computer hardware, telecom devices or network access.
- Resolve first level problems such as system availability, invalid sign on, invalid password, system "locked", etc.
- Escalate non-resolved problems to Systems Analysts if further action is required.
- Determine cause of problems and route to the appropriate resource if problem is not resolved at first level.
- Verify and maintain status of all problems reported and close the request when problem has been solved to the expectations of the user.

- Complete daily support call documentation within 24 hours of close of business day.
- Schedule and dispatch engineers onsite.
- Keep abreast of new software and hardware product developments.
- Assist end users with setup and moves of desktop computers and peripherals.
- Install and maintain desktop computers, peripheral components, and telecom devices.
- Install and maintain desktop PC software including operating systems, desktop tools, utilities, business unit applications, and custom software.
- Work with Systems Analysts to improve skills and handle support issues.
- Ensure that Support Desk always has coverage by coordinating lunches and breaks with team.
- Perform deployments and diagnostics.
- Maintain business server and network systems.
- Perform patch management, user, file, and print administration, documentation, upgrading, migrations, and troubleshooting.
- Manage the coordination of projects and technologies between infrastructure design and server/application.
- Assist in testing of software products used by computer users.
- Develop and maintain documentation for desktop hardware, software, telecom devices, and peripheral components.
- Identify recurring problems and issues involving support issues for referral to development or training.
- Facilitates a collaborative environment with team members; business and technical owners; and other stakeholders to establish a culture of trust and open communication.
- Other duties as assigned.

Education/Experience:
- High School Diploma or equivalent required. Degree in Computer Science or related field or IT-related coursework a plus.
- 1-2 years customer service experience required, a plus if in an IT environment.
- Must possess knowledge and experience in Windows Server, Citrix, and Terminal Server environments.
- Must possess knowledge of Windows desktop operating systems, applications, networking, computer desktop hardware, and local/network printing.
- Experience coordinating scheduling preferred.
- Equivalent combination of education, experience, and/or training will be considered.

Certifications/Licenses:
- CompTIA, Microsoft, VMware, Citrix, or Cisco technical certifications a plus but not required.
- Valid Hawai'i driver's license and use of own vehicle required.

This position requires proof of vaccination. The Company requires that all employees be vaccinated or be approved for a medical or religious accommodation.

Pacxa is an Equal Opportunity Employer.