



Making technology work for *your* business.

Support Services Coordinator

SpotLink is a premier, high-skill, high-capabilities, San Diego based technology solutions provider. We specialize in Managed IT Services, Software Engineering, & Voice Solutions for small and mid-sized businesses. As an industry leader for San Diego IT solutions, we provide a wide range of technology services including; proactive technology management, network administration, technology consulting, reactive computer support, software engineering, and voice technology solutions.

Job Summary

Under the direct report of the Support Supervisor - in this role you will interact with our clients on almost a minute-by-minute basis by taking incoming calls to the support desk and scheduling the support staff with clients. You will also review incoming support emails, create support tickets and triage them by assigning them to the appropriate technicians, scan existing tickets for those that need to be expedited or escalated, and review our monitoring dashboard to create and assign tickets as needed. You will also interact with all the members of our technical staff: working with the Support Supervisor on high priority issues, with our Automation Engineer to minimize phantom alerts, with our Professional Services team as project calls come in, and with our Net Admins to route discovered issues to the support team. You will also manage the schedules of the support staff, assigning when they have to be at client locations, when they should take lunches, and verifying full coverage of the firms support responsibilities.

Essential Functions:

- 40% Answer incoming calls and emails to the support desk, take essential information, and translate into support tickets
- 20% Triage incoming tickets by setting the priority, and assign them to the appropriate technician
- 20% Review existing tickets and follow up with client or technician to keep them moving forward
- 10% Coordinate scheduling with clients and technicians for onsite reactive work
- 5% Constantly scan our monitoring dashboard, turning alerts into tickets
- 5% Work with staff to problem solve issues as they arise

Nonessential Functions

- 5% Process Improvement as skills allow

Requirements

- 1 year experience in a client facing role
- Proficient with data entry
- Excellent verbal communications skills
- Strong command of written communications
- Familiarity with IT support terms and roles
- Ability to make fast decisions based on a interrelated set of factors
- Valid driver's license

Valued Experience:

- 1 year experience in a high technology environment
- Experience with ticketing systems

Physical Requirements

Ability to work in an office setting including; sitting for long periods of time, lifting, bending.

Job Classifications

Job Type: Regular, Full-Time

Reports To: Support Supervisor

Compensation: \$18-20 per hour

FLSA Status: Non- exempt

Location: San Diego Regional Office

Hours: Monday- Friday 8:30am – 5:30pm, overtime as needed