

HELP DESK DISPATCHER

Etech Solutions is seeking a Help Desk Dispatcher to support our marketplace. This position is located in Ankeny, Iowa.

Duties and Responsibilities:

- * Interact with customers, internal staff, and Field Service Technicians.
- * Responsible for the timely recording and dispatch of Customer initiated requests for service.
- * Serve as the first point of contact for clients seeking technical assistance.
- * Required to schedule with Customers, dispatch Field Service Technicians and follow up on the timely completion of service requests.
- * Process open service & maintenance requests
- * Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- * Promptly returns customers' calls and Follows-up with customers as promised.
- * Close open service tickets by capturing relevant information from field technicians including times, dates, issues, causes and resolutions.
- * Direct unresolved issues to the next level of support personnel.
- * Follows established sequences, policies, and procedures.
- * Other related duties as assigned.

Qualifications:

- * 2+ year's applicable experience within the established function preferably in a call center environment.
- * High School or equivalent experience.
- * Outstanding communication, technical, listening, telephone and analytical skills.
- * Attention to detail and initiative to follow through to resolve customer issues are essential.
- * Knowledge of company-supported applications, the ability to troubleshoot over the phone and the ability to learn and support new applications.
- * Good understanding of computer systems, mobile devices and other tech products.
- * Well-developed computer keyboarding skills; the ability to type while speaking on the telephone.
- * Possesses the ability to build relationships with internal and external customers and vendor partners.
- * Experience with Microsoft Word, Excel, Outlook and Internet Explorer.