

Dispatcher

simpleroute is seeking a Dispatcher who excels at process, organization and balancing fast moving issues. You know, the kind of person who knows their right foot from their left, learned two ways to tie their shoes and is generally aware their shirt is inside out before they walk out in the morning. The Dispatch role at simpleroute is critical to service delivery – as our Dispatcher, you'll control when and how people engage issues and will directly drive our success.

Customer service is incredibly important in the role. While light, positive end-user interaction helps boost our image and solve client issues while identifying the priority of work. The best candidates will be empathetic to the needs of our clients and work to balance those needs across our client base with the technical resources as their disposal to ensure swift resolution of issues.

Additional duties may include generating Key Performance Indicator metrics to ensure we're adequately delivery service, drafting messaging to end-users to inform them of service updates/impacts and ensuring adequate resolution of issues.

Responsibilities

The Technical Support Dispatcher is responsible for working with customers and internal staff to ensure efficient delivery of service. As the primary point of contact for clients, the Technical Support Dispatcher plays a central role in developing and deploying IT Strategy for clients. As a Technical Support Dispatcher, duties include:

- Performing ticket dispatch, matching technician skills with abilities on help desk requests
- Overseeing project ticket statuses and ensuring timely response from employees to client concerns during projects
- Scheduling tickets and juggling issues based on priority to ensure SLA targets are met
- Holding technical resources accountable to their schedules and identifying issues in technician service delivery as well as strategies for better deploying technical resources to issues
- Managing relationships with both vendors and clients
- Procuring product for on-going projects/tasks
- Managing and creating internal documentation for client networks or assigning others to do the same
- Analyzing networks to help ensure client compliance needs are addressed
- Occasionally carrying on-call support (no more than one week per month)
- As time permits, assisting with helpdesk support issues

Requirements

Candidates should demonstrate high functionality across time management, scheduling and resource optimization disciplines. While the position may entails some light sales or technical work, the right candidate should largely process driven and highly organized. A light technical understanding and clear communication skills are fundamental to this position.

Potential applicants are required to have reliable transportation for company-reimbursed local travel. The Dispatcher role generally does not go on-site but emergencies could require an on-site if necessary. A personal background check is required prior to employment.

While organizational skills are paramount to the position, strong candidates may demonstrate knowledge across a vast array of networking areas including:

- Strong reasoning and troubleshooting skills.
- Ability to break apart complex information and relay in a way end-users can easily understand.
- Networking technologies including Active Directory, DHCP, DNS, firewall configuration, Microsoft Hyper-V, Windows registry, routing, TCP/IP v4/v6, QoS, VMware, VLANs, VPN and wireless.
- Backup, disaster recovery and data recovery experience.
- Google Apps, Microsoft Office 365 and Microsoft Exchange support, implementation and maintenance.
- Professional Services Automation (PSA) and/or ticketing software experience.
- Remote monitoring and management (RMM) software experience.

About simpleroute

Started in 2009, simpleroute is one of Vermont's leading managed services firms with the sole aim to provide the best support possible for end-users. We do this through getting to know our clients, anticipating and meeting their needs and strong adherence to technical process and documentation standards. We offer a challenging yet fun atmosphere and provide ample opportunity for employees to grow both through education and project-based learning.

simpleroute offers a number of benefits including:

- 7 paid holidays
- Up to 4-weeks PTO with seniority
- 401k program
- Health, dental and vision programs
- Education opportunities and approved certification reimbursement
- Flexible and fun work environment

Interested Candidates

Please send a resume and cover letter to jobs@simpleroute.com and tell us how you can help us provide the best IT services possible.