

Welcome to Computer Culture

IT Made Easy

Computer Culture Limited is a Christchurch based company that provides IT Services to business customers throughout New Zealand as well as supporting offices in international locations. Our solutions range from on premise to cloud and hybrid solutions, customised to every unique situation and we guarantee to provide information in an "easy to understand" way. Our IT skills and user-friendly personalities ensure successful outcomes with honesty and the highest level of integrity.

As part of the Computer Culture team you are expected to deliver a superb level of service, for all computing requirements, that ensures complete satisfaction and peace of mind for our customers.

Job Description

Title: Service Coordinator

Purpose:

- Provide superior customer service
- Act as the main link between our staff and customers
- Maintain core business values
 - We care about people
 - We provide the best solutions
 - We build Computer Culture to Deliver Excellence

Scope of Position:

- Fully understand how the business runs and continually strive to create and maintain efficiency in all areas
- Always work towards enhancing the business and proactively identify areas of improvement
- Create, maintain and enhance relationships with staff and customers
- Ensure smooth operation of the business functions
- Communicate appropriately and effectively at all times and with all parties
- Understand all products and services provided by the company and be able to identify opportunities to recommend these
- Provide superior customer service

Key Relationships:

Internal:

- Computer Culture Directors
- All technicians
- All sales staff

External:

- Suppliers
- Third Party Vendors/Contractors
- Customers/Clients

Key Tasks:**Job Coordination**

- Provide timely scheduling and management of jobs for the service team to ensure:
 1. Coordination and assignment of workflow (jobs) between customers and technicians
 2. The individual members can meet their KPI requirements
- Answer incoming customer calls, determine urgency of request, create ticket and assign all tickets from the dispatch board to technicians (tickets can come from Customers, Sales, Automated Monitoring or Technicians)
- Ensure all relevant customer information is included in the ticket for technicians to start the ticket and inform technician if there are any documentation updates discovered
- Escalate jobs when necessary and monitor job progress to ensure tickets get completed in a timely manner. In some cases, schedules will need to be rearranged to ensure urgent requests have priority
- Monitor technicians' schedules to ensure they have enough work for the day and are not overloaded or have too much capacity – constantly push tickets out
- Being the main point of contact for customer support requests
- Assist with customers complaints, job issues or any major incidents and resolve or escalate to management as required
- Liaise with the sales team regarding:
 1. Future service or jobs/project work to be assigned to technicians
 2. Products and orders related to associated service or project work
- Coordinate after hours work as required
- Communicate courteously with customers through all communication mediums
- Keep accurate records of discussions or correspondence with customers
- Meet with other key company figures to discuss possible improvements to customer service
- Learn about Computer Culture's products or services and keep up to date with changes
- Carry out any other reasonable duties as directed by company Directors

Accountabilities:**Ownership**

- Maintain a strong conceptual understanding of Computer Culture's systems principles, standards and architectures

Design

- As directed, develop, assist with and implement internal systems as required by Computer Culture, eg for infrastructure in general and projects large and small, eg Attiva and ConnectWise
- Work in conjunction with Computer Culture engineers to deliver appropriate solutions in a timely fashion for Computer Culture customers

Personal

- Able to manage time and resources effectively
- Able to stay calm and work effectively under pressure
- Be aware and understand the strategic business goals both of Computer Culture and how these relate to overall company objectives
- Listen effectively to understand other viewpoints
- Explain information, concepts, ideas or instructions clearly, both in written and verbal form
- Contribute to the smooth and effective running of the team by communicating ideas and solutions
- Complete administration including billing allocation, customer database updates and expense claims etc within required timeframes

Team

- Work cooperatively and equitably with a diverse range of people to achieve business goals
- Demonstrate high levels of integrity and honesty
- Stand up and be counted and not shirk from individual responsibility
- Take a balanced view despite the conflicting demands of the situation, do not apportion blame
- Demonstrate high level of commitment and support to both the company and the team
- Able to demonstrate excellent customer focus

Competencies:

Business Acumen

- Identifying, developing and maximising value creation opportunities. Application of industry knowledge and market trends to make informed commercial judgements that relate to and add value to Computer Culture and its customers

Team Focus

- Anticipates potential team conflicts/issues and in consultation with the Head of Department, drives the development of solutions
- Encourages information exchange, consideration of different views, ownership and contribution. Consistently demonstrates respect for others and Computer Culture

Planning

- Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; anticipates and adjusts for problems and roadblocks

Problem Solving

- Making decisions based on appropriate problem assessment and problem-solving methodologies. Creating necessary consultation processes
- Technical/professional knowledge development
- Having achieved a satisfactory level of technical and professional skills and knowledge in job related areas, keeping abreast of current developments and trends in areas of expertise; using technical/professional skills/knowledge to make sound judgements; developing, stimulating and encouraging learning in others

Note: These duties may change from time to time to meet operational or other requirements

Qualifications/Experience

- Relevant industry/job experience
- Relevant qualification