

# **Dispatcher and Procurement Specialist**

RYMARK is a local Managed Service Provider (MSP) providing proactive IT security and support to small-mid-sized businesses, small government, private EDU and nonprofit organizations.

## **Position Overview**

Understand our client's needs and goals to ensuring that the services and hardware we provide will meet their expectations and help them to achieve those goals.

Provide customers and staff with a superior level of service. Track activities using ConnectWise ticketing system in an accurate and efficient manner. Support the Vision and Core Values of RYMARK.

Attain maximum utilization of internal and field technical resources through daily dispatch of service requests.

Perform service request intake from clients; Pre-processing service requests as they come in via email, phone, or by other means. Assign, schedule and dispatch service engineers for remote or onsite service according to urgency, and contractual service level agreement (SLA). Track service requests and scheduling in ConnectWise.

Manage, source, order, process and maintain inventory.

## **Responsibilities and Duties**

- Act as the single point of contact to the client for all types of service requests
- Process service requests as they come in; assign to the proper resource, establish priority based on business impact, and schedule service
- Coordination of all IT support groups to ensure maximum utilization of billable resources
- Monitor resource schedules to ensure prompt time entry on service requests
- Ensure the quick and accurate resolution of service requests
- Communicate with clients: keep them informed of incident progress, notify them of schedule changes and set proper expectations
- Escalate service requests that cannot be scheduled within agreed service levels
- Report the utilization of IT Support resources and successful completion of service requests to the Service Manager
- Awareness of all the organization's key IT services for which support is being provided
- Proactively address problems and suggest best practice solutions
- Communicate with vendors, clients, customers, team members, and managers to align goals
- Source and determine the lowest cost for products/materials
- Prepare and record purchase orders
- Track delivery status and receive product
- Communicate performances and costs to management
- Recommend new processes or systems for improvement; implement new ideas and strategies

## **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Client service or phone related skills
- Great customer service, communication and active listening skills
- Strong knowledge of Microsoft Office and Windows 10
- Attention to detail, ability to handle multiple tasks simultaneously and enjoy working a fast-paced environment.

## **Other skills and abilities**

- Strong interpersonal skills required to effectively communicate with clients, vendors and team members regardless of race, sex, or age.
- Self-motivated with the ability to adapt to changes quickly
- Technical awareness: ability to match resources to technical issues appropriately
- Understanding of support tools, techniques, and how technology is used to provide IT services
- Typing skills to ensure quick and accurate entry of service request details
- Organizational and time-management skills
- Critical thinker and problem-solving skills
- Demonstrated ability to follow complex written and oral directions.
- ConnectWise experience preferred.

## **Physical Demands**

Must be able to sit for extended periods of time. Job has extensive phone and computer usage, so effectively operating a computer is a must. Position requires lifting or exerting up to 50 pounds occasionally and/or 20 pounds of force consistently to move objects.

## **Hours of operation**

Monday to Friday from 7:00am to 5:30pm - some weekends and after hours.

Please apply online: <https://www.rymarkit.com/join-our-team.html>