

Dispatch Coordinator (DC) Job Description

National Technology Management is seeking a Full-time **Dispatch Coordinator (DC)** at our Bingham Farms office. Our candidates are aggressive and highly motivated to work in our fast-paced environment. Our diverse clients include medical, construction, dental, non-profit, manufacturing, and retail just to name a few. As a Managed Service Provider, we provide technologies surrounding access control, video surveillance, business VoIP solutions, disaster recovery, network infrastructure, cybersecurity, cloud-based technologies, and network cabling.

The **Dispatch Coordinator (DC)** is responsible for coordinating exceptional IT support for our clients, while maintaining a professional and empathetic demeanor. You will work as part of our teams which encompasses all levels of computer expertise. Here you will interact directly with our clients and partner with your peers using your best problem-solving methodologies. Working conditions, environments and temperature may vary depending on location. You will document detailed notes, and gain a thorough understanding of the support requirements to meet and exceed our clients' expectations. The DC is responsible for attaining maximum utilization of internal and field resources through daily dispatch of service requests through engagement in NTM systems and tools.

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. DC's are not limited to the responsibilities and additional responsibilities listed below. This job description may change without notice.

Desired Dispatch Coordinator will have:

- Basic IT knowledge
- Excellent phone presence
- Proven record of dependability
- Ability to multitask and continually prioritize a changing workload
- Strong organizational skills, attention to detail, and strong communication skills
- A continuous improvement mindset, always willing to learn
- Flexibility with your schedule

Duties include, but are not limited to:

- Have a solid work ethic.
- Be always empathic and sincere.
- Communicate effectively demonstrating interpersonal skills: such as telephony, active listening, and customer-care.
- Submittal of time for all work performed throughout the day. All time must be accounted for.
- Familiarize yourself with all NTM tools to effectively perform your job responsibilities.
- Participate and engage in company and or committee meetings.
- Coordinate and communicate with technicians and contacts if necessary.
- Communication with clients as required: keeping them informed of incident progress, notifying them of impending changes, and agreed upon outages.
- Manage resource schedules.
- Coordination of all support groups to ensure maximum utilization of billable resources.
- Schedule internal and field resources on the NTM Next Step portal.
- Escalate service requests that cannot be scheduled within agreed service levels.
- Service awareness of all organization's key services for which support is being provided.

Core Values

- Tenacious – Can't stop, won't stop. We will not be denied.
- Continuous Improvement – If you aren't growing personally and professionally, you're dying.

- Results Delivered – Complete Tasks, on time and on budget.
- Honesty/Integrity -- Our actions and words are aligned. We say what we do and do what we say.
- Family/Team-oriented – We treat everyone with Kindness and Compassion.

Requirements / Qualifications

- Must have a good attitude with the ability to work well with coworkers and customers.
- Able to lift over 50lbs.
- Ability to work varying shifts/hours in coordination with project requirements.
- Must have a valid Driver's License.
- Willingness to do what it takes to get the job done.

Benefits

- \$15-\$18/hr. based on experience
- Paid Health Insurance
- Paid Dental Insurance
- Paid Vision Insurance
- Life Insurance
- Paid Holidays and PTO
- 401(K) Retirement Plan
- Hybrid Work Schedule (2 days remote)