



Job Description

Job Title: Dispatcher

Department/Division: Technology

Reports To: Technical Support Manager

Job Summary:

The Dispatcher is responsible for monitoring the Carrier Access, Inc. Support Desk ticket queue(s) to assign tickets to appropriate personnel so client issues get resolved in a timely manner and they have an exceptionally positive experience when working with us. This position works with project managers/coordinators, technicians and leadership on ensuring staff are addressing client issues in a timely manner. Daily work assignments will come from the tickets that clients open through various means.

Responsibilities:

- Checks, validates and completes client contact information submitted in tickets.
- Reassigns tickets to appropriate queues (incident, service, project) in ticketing tool.
- Follows Carrier Access, Inc. procedures for assigning and tracking tickets. Validates proper ticket severity based upon standardized work processes. Contacts appropriate technician or alternate contact as identified in standardized work process.
- Validates proper ticket notation and time entries correlate with work/service being performed
- Examines ticket audit trail.
- Coordinate with other lines of service before transferring tickets or accepting tickets from other queues.
- Monitors the ticket queues on a daily basis. Assesses the requirement and assigns the ticket to appropriate support staff. Notifies management if adequate resources are not available.
- Generates a daily report on the status of tickets when requested.
- Is familiar with the service level agreements (SLAs) and the proper response times to call clients back on assigned tickets.
- Notifies management when tickets have failed SLA guidelines. Ensures tickets potentially about to violate established SLAs are identified and corrected.
- Monitors and reports to management long term trends of queues for SLA compliance.
- Provides advice on potential process improvement for general ticket and queue management
- Performs other duties as needed/requested in alignment with CAI processes & protocols.

Desired Qualifications/Skills:

- High school graduate or equivalent, some college courses in business or technical field helpful, but not required
- Previous experience with a major service ticket system (ConnectWise experience preferred).
- 1-2 years of service department experience in a similar position or having experience total in the role.
- Microsoft Office Suite Trained - (Word, Excel, Outlook)
- Previous dispatch experience is helpful
- Service Scheduling Experience
- Scheduling and routing capabilities
- Ability to apply office management practices and administrative support processes
- Ability to learn and use database software including completion of forms
- Ability to work independently and within a team environment
- Ability to remain composed and prioritize while multi-tasking
- Ability to effectively prioritize and execute tasks efficiently in a high-pressure, fast-paced environment.
- Attention to detail with high volume transactions
- Even temper & level-headed disposition under pressure
- Self-motivated, self-directed, and independent problem solver
- Outstanding communication and interpersonal skills required including both written and oral.
- Ability to communicate politely & professionally with clients from a wide range of backgrounds