



# JOB ROLE

## IT HELPDESK DISPATCHER

You will be responsible for the dispatch function on our ITIL helpdesk. Carrying out a variety of responsibilities across the Operations Centre within the Riela Group of Companies and to our customers.

- Dispatch client support tickets, system notifications, and/or work assignments to appropriate technicians
- Act as the primary point of contact for client services and issue resolution
- Route incoming support phone calls to technicians and assist with creating tickets from calls
- Assist in managing and monitoring technician schedules to ensure prompt resolution of service tickets and project tasks, and maximise technician efficiency
- Manage and monitor tickets, change statuses, and communicate updates to client
- Ensure systems accurately reflect client data, assets, and contact information
- Assist technicians with adding notes or description to tickets
- Review all resolved tickets for accuracy and appropriate action taken
- Monitoring and reporting on Key Performance Indicators (KPIs) on the ticket system, such as SLA performance, outstanding tickets, mean time to resolve, etc.
- Manage small IT projects and ensure associated tasks are completed in a timely manner
- Create, update, or delegate IT documentation of clients
- Assist with generating regular reports to be sent to client and assist with preparing the same
- Follow up with clients to review reports and answer questions
- Call and email clients to ensure tickets are resolved to their satisfaction
- Schedule client meetings for Technical Business Reviews
- Serve as first point of escalation for client complaints

### Reporting

- Direct report to the Managed Services Lead

### Essential Knowledge and Skills

- Methodical approach to task, articulate and thorough.

### Desirable Knowledge and Skills

- ITIL Methodologies
- Endpoint & Helpdesk Applications management
- Knowledge of MS Exchange, MS Office & MS 365
- ConnectWise Manage/Automate

### Desirable Qualifications and Experience

The following qualifications are in order of desirability:

- ITIL certified
- Comptia certified
- Project management qualifications