AGILITAS®
PASSION TO INNOVATE

CAREER OPPORTUNITY

JOB TITLE:

Customer Support Co-ordinator

REPORTING TO:

Customer Support Manager

Background

Agilitas IT Solutions Ltd is the leading global innovator of customer driven IT channel services. Passionate about delivering first class IT services on behalf of our channel partners, we have been helping the major OEMs, IT resellers and managed service providers extend their service capability and improve service delivery levels to their customers for over 25 years.

We manage IT infrastructure across server, storage, networking and end user compute technologies and deliver complementing maintenance and professional services to channel partners across 60 countries and to over 15,000 locations throughout the UK, Europe and the rest of the world.

Job Purpose

The Customer Support Co-ordinator works on the Customer Services team as the primary interface between Agilitas and our customers with the aim of delivering the highest levels of customer service to meet our contractual SLAs as well as commercial and satisfaction targets.

Main Duties & Responsibilities

- Manage end to end customer service experience
- Check and record customer interaction with the tools provided
- Collation of monthly reporting statistics
- Effective use of company IT tools: CPIMS, Morse, Contracts Database, Call Logging, Sharepoint
- Taking ownership of operational customer issues through to resolution
- Working within agreed escalation process for service issues
- Accurate collation of monthly billing for customers
- Work in a commercially efficient manner (timely returns, most economic courier etc).
- Capture of T&M billing and reporting there of
- Clear understanding of contractual obligations for each customer
- Build strong working relationships with contracted customers and internal service providers

ESSENTIAL QUALIFICATIONS, SKILLS AND EXPERIENCE:

- Good working knowledge of MS Office packages
- Good knowledge of office systems
- Proven customer services experience
- Excellent telephone manner and interpersonal skills
- Excellent oral and written communications skills
- Good organisation/planning skills and the ability to prioritise and organise your own workload
- Ability to apply initiative to resolve problems
- Self motivated, positive and a proactive attitude
- Accuracy and attention to detail.

DESIRABLE QUALIFICATIONS, SKILLS AND EXPERIENCE

- Experience and understanding of I.T. industry
- Service management qualification – ITIL preferred environment
- An understanding of Quality Management Systems (eg ISO9000)
- Educated to GCSE standard or equivalent
- Previous experience of complex administration work requiring initiative
- Previous scheduling role.

* Please note that the successful applicant will be required to pass SCC UK MoD clearance to be able to perform this role.