

Service Delivery Coordinator

San Antonio based Technology Service Provider needs a Process Driven, Detail Oriented Service Delivery Coordinator. (Hiring Immediately)

We are currently experiencing an extreme growth spurt & intend to continue to do so, we are looking for the right person to join the team as our full-time Service Delivery Coordinator. In this role, you will be responsible for client services, ticket flow and other administrative tasks including answering the Service Delivery phone.

Here's What You'll Receive:

- Very competitive base salary and bonuses.
- Two weeks paid time off as well as all major holidays.
- The opportunity to be promoted to grow your career.
- Health insurance, dental and vision benefits.

Essential Duties and Responsibilities include the following:

- Management of all service boards, and coordinates with the technical staff to ensure ticket flow to completion.
- Respond to clients as they inquire about service request or assist with ticket creation.
- Follow up with clients with any concerns they might have.
- Manage the Service Delivery phone line.
- Assist with any administrative tasks.
- This position requires excellent communication skills, a strong attention to detail, and the ability to work independently.
- Must have a good attitude and customer service skills.
- Must be able to read, write and speak English fluently.
- Excellent computer skills.

You'll Fit Right In If:

- If you like working in a team environment.
- If you like working with clients.
- You want to join a company that is known for excellence, has a solid track record and reputation and a strong culture, supported by core values they truly adhere to.
- You love a fast-paced, high-performance environment where office politics, gossip, drama, and negativity are NOT tolerated.
- You want to work for top performers so you can learn and grow your experience.
- You are a driven, focused proactive learner who isn't afraid to ask questions or ask for help and welcomes coaching and direction.
- You like the idea of working for a smaller company where your ideas and contributions are welcome and help contribute to the company's success, direction and growth.

About Us:

TechSage Solutions is a Technology Service Provider dedicated to delivering exceptional technology and compliance solutions to our clients. Our team is committed to providing reliable and innovative IT services to help businesses thrive in a rapidly changing digital landscape.

This position is full-time hourly and offers a solid base salary. *Salary dependent on experience, education, and past performance.

Requirements:

Must have a valid Driver's License and reliable transportation.

All Candidate must work out of TechSage Solutions San Antonio office and must be a US citizen.

TechSage Solutions is an equal opportunity employer.

To apply, please send your resume, along with a cover letter detailing why you think you'd be a great fit to join our team to hr@techsagesolutions.com.

Also, **complete the assessment**. To access the assessment you must copy and paste this link in a browser <https://www.ondemandassessment.com/link/index/JB-OLTKQ67RN?u=1138820>.