

For over 30 years, Applied Computer Technologies has offered professional, managed and maintenance services as well as product fulfillment. We believe in building strong relationships with our clients and suppliers to take advantage of and strategically use today's and tomorrow's technologies.

Queue Coordinator

Applied Computer Technologies (ACT) is seeking applications from qualified and experienced professionals for the position of Queue Coordinator.

Under the direction of the Vice President Services the successful candidate will be responsible to coordinate the successful and timely delivery of technical services to one of our corporate clients. The main responsibility of the Queue Coordinator is to process incoming service requests and to coordinate timely service delivery with the Systems Engineers.

Specifically, duties include, but are not limited to:

- Processes and assigns service tickets to the system engineers and monitors the completion of the service ticket while keeping the clients informed
- Responsible for attaining maximum utilization of the technical staff through daily dispatch of service requests
- Coordination of other requests which are delivered via email
- Planning and coordination of staff for after-hours tasks on an as needed basis
- Reviews queue throughout the day to ensure the timely and accurate resolution of tickets
- Coordinates escalation support for systems engineers when required
- Provides regular updates to the client regarding resolution and progress status
- Provide reception relief coverage
- Assists the Vice President of Services in other administrative related activities

Required Skills and Experience:

- Must have a strong working knowledge of Microsoft Office products
- Must be able to oversee and coordinate the successful completion of multiple service tickets at once
- Must have outstanding written and spoken communication skills to successfully communicate ticket status updates to clients
- Must be a team player with a proactive, positive "can do" attitude and a strong work ethic
- Ability to multi-task and work well under pressure and in a fast-paced environment
- Professionalism is a must with the ability to foster and develop customer loyalty
- Ability to work both independently and as part of a team of professionals at all levels
- Excellent attention to detail with strong organizational skills
- Previous experience working with IT professionals would be beneficial

Interested candidates should apply in writing, with a resume, no later than **August 7, 2015** to:

Human Resources
Applied Computer Technologies Ltd.
P.O. Box HM 2091, Hamilton HM HX
or by email to: careers@act.bm

ACT is an Equal Opportunity Employer

it starts with >>

Applied Computer Technologies

