

Dispatch Coordinator

Tech Superpowers, LLC
Cambridge, MA

About The Job

TSP (Tech Superpowers) is seeking a full-time **Dispatch Coordinator** to assist with frontline response and delegation of help desk tickets for the TSP IT Services technical support team.

About TSP

Since 1992, we've been providing clients with forward-thinking IT solutions and amazing smart homes with high-touch, personalized service. We're proud to have served a broad base of clients - from big names like Novartis, Accel, and the Boston Celtics, to dozens of smaller businesses and individuals. We continue to evolve in order to meet our clients' changing IT, AV, and smart home needs.

Our team of more than 20 professionals come from a diverse range of backgrounds - they've worked as architects, Apple techs, audio producers, and business consultants in industries that include broadcasting, big pharma, and finance. This broad expertise leaves us uniquely qualified to think big picture about information technology and smart home tech. We do much more than solve problems; we serve as trusted advisors and strategists, managing for both the short and the long term. We empower our clients to reframe technology as a valuable asset that can produce more satisfied customers, loyal, engaged employees, and long-term competitive advantages.

Who You Are

- You are a talented, hard-working individual, passionate about helping people and improving their lives through the use of technology.
- You are interested in contributing to a diverse and steadily growing organization.
- You are enthusiastic and approach challenges with a positive attitude and willingness to learn.
- You enjoy working in both a dynamic, team-oriented environment and as an individual on projects.

Why Choose Us

You'll be given the chance to work with driven, passionate people. Each of us strives to view each and every interaction through the eyes of the client. We empower our staff to partner together to make smart, timely decisions. Ultimately, we believe in the power of technology to enrich the human experience. You'll be rewarded with a comprehensive benefits package including paid time off, medical, dental, vision insurance, flexible spending accounts, commuter benefits, 401k, paid holidays, training and education reimbursement, and more.

Responsibilities

As a **Dispatch Coordinator**, you will be the first point of contact for clients calling the support line, creating IT support tickets through basic triage of issues, and delegating these tickets to the appropriate IT technician.

Job Duties

The job duties of the **Dispatch Coordinator** include but are not limited to:

- Coordinate scheduling of remote sessions and onsite response visits
- Provide first response to clients reporting technical issues
- Delegate new tickets to the appropriate IT technician
- Field incoming phone calls and create new support tickets as needed
- Manage client expectations on response time
- Monitor all open tickets and ensure all clients are being responded to in a timely manner

Minimum Qualifications

- Strong communication and organizational skills
- Friendly and professional attitude when interacting with clients
- Interest in IT systems and technology
- Strong interpersonal skills to understand and manage customer expectations and needs
- Able to work professionally in an office environment
- Helpful and supportive demeanor when coordinating with fellow team members

Preferred Experience

- Familiarity with Professional Services Automation (PSA) tools such as ConnectWise
- Customer support experience or experience interacting on a professional level with clients
- Prior experience managing schedules or with project management

Remote candidates considered!

Disclaimers:

Applicants, as well as position incumbents, who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

TSP IT Services is committed to the principle of equal employment opportunity. Applicants for employment and employees are reviewed on their individual qualifications for a position. Under no circumstances will TSP IT Services discriminate against qualified persons on the basis of race, color, religious creed, retaliation, national origin, ancestry, sexual orientation, gender, gender identity/expression, disability, mental illness, genetics, choice of health insurance, marital status, age, veteran status, or any other basis prohibited under applicable law.