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Job Description – Customer Service Representative

Minimum Qualifications: Minimum of a HS Diploma

Experience: Good customer service background

Duties:

The Customer Service Representative will be responsible for daily processing of incoming IT service requests via phone, email and/or web portal. This person will be a central pivot point for Customer interactions within IT Resource and will be a consistent and constant communication conduit for both internal and external customers and staff.

- Assesses incoming issues as tickets and reviews for an appropriate action
- Communicates with customer for the purpose of establishing requirements
- Obtains customer expectation on timeline
- Obtains appropriate approval to begin and complete work
- Triage tickets as necessary to appropriate resource (s)
- Schedules appointments with Help Desk or Engineers as necessary with direct communication to ensure success

Follow up with customers

- Takes ownership of issues and follows up as necessary to ensure follow up and success of day to day issues
- Follows up with engineers and Help Desk to make sure tasks are on track and calls customers appropriately
- Other as necessary

IT RESOURCE ...Putting *IT* All Together...

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