

IT Customer Service Coordinator

Full Job Description

Date Posted: **25/11/2021**

Position Type: **Full Time**

Starting Salary: **£18,000 - £22,000**

Location: **Head Office, Grimsby**

LCS Group Ltd
Riverside House
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Grimsby, DN31 1RD



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IT Customer Service Coordinator

Starting Salary circa £18-22K depending upon relevant experience and qualifications.

Employer Description

LCS Group have over 25 years' experience in providing comprehensive and robust IT and network infrastructure solutions, outsourced IT management, support services and consultancy to a wide range of industry sectors locally and across the UK. The team of highly trained consultants, engineers, and dedicated account managers at LCS deliver world class service to their clients and due to continued expansion, this is where you could make a difference!

Job Details:

Overview:

As part of the LCS Group IT outsourcing model we have a team of professional and dedicated Service Desk Technicians that support a large and diverse customer base from a wide range of industry sectors.

As part of the company's strategic growth and customer service technology improvement program, a new online Service Desk Portal has been deployed to manage more effectively and efficiently the support and service requests from customer end users. You can [read more about the new portal here](#).

The goal of the new system is to reduce the number of inbound support telephone calls to the service desk team and encourage end users to utilise the online portal and select the relevant service requests that meet their individual requirements.

The Customer Service Coordinator role is both a customer facing support role but also encompasses joining the internal project management team to assist with the implementation and on-boarding of existing and future customers to the new system.

The right candidate will already have some customer facing call centre customer service/support experience. Excellent communication and customer service skills are vital, with the ability to confidently guide customers through processes and appease their concerns when they have issues urgent to them to be resolved.

Working with the internal Service Desk Portal development team, the role will require the creation of customer specific electronic service templates and assisting the customers in utilising these web-based request forms as an alternative to telephone requests. In this regard, a persuasive, firm yet friendly approach will be required as some customers will likely resist these changes in favour of just calling. It will be the responsibility of the right candidate to share with the customers the benefits of the Online Portal and help them onboard with these new processes.

Being in the front line for inbound telephone support requests there will be the requirement to handle and fulfil basic level one requests and escalate higher level, more complex calls within the support team for response and completion. This is to shield our technical team from taking inbound telephone calls in order that they can maximise their time for ticket rectification rather than new inbound call handling.

Reporting to the Service Desk Manager for day-to-day support duties and the Portal Development Project Manager for developmental and deployment assistance, the ability to balance a varied workload whilst maintaining high levels up customer response and service is a key quality of the person we are looking to engage.

This role does not require a high level of IT technical support experience as customer service and communication skills are the most important aspect, that said if you are looking to move into an IT technical support arena this role could be an excellent stepping-stone towards that ultimate ambition.

There are many opportunities for growth and advancement for the right candidate with opportunities to develop their technical skills and qualifications to escalate their role into independently managing higher level service desk support requests. There is also the opportunity to diversify into more specialist technical roles in future if desired such as:

- Coordination team management in line with business growth
- Customer relationship management
- On-Premise system installation project engineer
- Ad-Hoc small projects engineer
- Cloud deployment projects engineer
- Security specialist
- Teams & VOIP telephony engineer

LCS Group are looking for outgoing and confident individuals who have a strong desire to continue learning and who aren't afraid to use their initiative within the workplace. The Customer Service Coordinator will have a unique opportunity to work in an agile team without the limitations of large organisations, giving them the chance to rapidly advance their career and acquire new skills and qualifications within the IT outsourcing sector.

If you are passionate about customer service in a technical environment and have the drive and ambition to further enhance your technical skills and qualifications, whilst gaining invaluable first-hand technical experience within a reputable and successful IT organisation then this could be the perfect opportunity for you.

Main roles / responsibilities summary:

The Customer Service Coordinator will be responsible for:

- Fielding inbound service desk telephone support requests to shield higher level technicians
- Dealing with basic level 1 calls and escalating more complex requests within the team
- Onboarding and redirecting customers to the new online portal system
- Working with the internal projects team to develop and implement new service desk templates for the new portal system.
- Dealing with recurring system maintenance duties, such as deploying patches, fixes and responding to alerts from the dynamic server monitoring system

Desired skills and qualities:

In order to be successful in joining our team, candidates should be able to demonstrate the following attributes:

- Experience of working within a customer services role with a solid foundation of IT literacy
- Willingness to learn new skills and gain technical qualifications
- Confident communication skills, with a friendly yet firm and persuasive qualities
- Outgoing personality with the ability to work as part of a team but the passion to use their own initiative in the workplace
- Ability to multitask between customer facing tasks and internal project responsibilities
- Having a driving license is highly desirable, but not essential

How to apply

Send CV and details of why you think you can add value to this role and contribute to the continued growth and success of LCS Group. Include as much information about your current and/or previous roles and experience with current salary details to recruitment@lcsgroup.com.