



**Position: TECHNICAL SERVICES COORDINATOR**

Computer service company, specializing in cloud backup, located in Laurel Maryland is looking for a Technical Services Coordinator to join our team. Successful candidate will become a key member of a small/elite group supporting a large customer base of small-medium sized businesses located throughout the US and Canada.

After orientation and training, you will be working 100% remote from your dedicated home office as part of our virtual team. We guarantee your problems solving abilities will be put to the test every day – and you'll never be bored!

**Job Responsibilities:**

- Interpret service requests (from email, phone, text, reports, etc.) and translate into task-oriented work assignments for technicians using service ticketing application
- Review open service requests, monitor progress, and update customers
- Assist technicians prioritize work requests
- Schedule maintenance activities with customers or their support professional
- Review work tickets for accuracy and completeness
- Process customer change requests and create billing advisories
- Assist customers with subscription purchases and renewals

**Skills/Qualifications:**

- Minimum of 3 years of technology-focused/computer support experience
- Prior hands-on use of a scheduling/service ticketing program (highly desirable)
- Ability to effectively communicate via verbal, written, and using select computer applications with customers, employees, technicians and sales affiliates
- Able to multi-task, be detail-oriented and stay organized
- Functional in Microsoft Office Word, Excel, Outlook.

**Job Type:** Full-time (similar part-time position available)

**Schedule:** Monday to Friday (Day shift)

**Compensation:** \$25/hour (\$50,000 full time)

**Benefits:** Paid Time Off, Monthly Medical/Healthcare Allowance

Send PDF-formatted resume to: [jobs@drbackup.net](mailto:jobs@drbackup.net)