



JOB DESCRIPTION

Job Title: Service Hub Specialist
Department: Field Services Department
Reports To: Senior Field Services Manager
FLSA Status: Nonexempt

Position Summary: The role of the Service Hub Specialist is to provide world class service to customers through proactive communication (phone, email and video conferencing) and tier 1 remote trouble-shooting. The Help Desk Specialist will service customers under a support contract, ensuring that all SLA's are consistently met or exceeded, additionally the Help Desk specialist will strive to provide exceptional support to iSpace's T&M customer base and assist our field technicians with system testing. Additional responsibilities include: working with Field Services Manager on departmental process improvements, preventative maintenance scheduling, scheduling customer user adoption training, maintaining Help Desk inventory, providing room rental support, box sales and firmware updates/equipment testing as needed.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Proactively and Professionally Process all Customer requests received through the Service Hub to completion
 - o Respond to all requests (phone, email or in-person) within agreed upon turnaround time
 - o Requests received prior to 4:00 pm CST will be responded to same day
 - o Requests received after 4:00 pm CST will be responded to by 9:00 next business day
 - Provide phone resolution to customers whenever possible, ensuring that cost is always clearly communicated to customers and agreed upon prior to providing support
 - Thoroughly and accurately documenting customer issues and trouble-shooting methods in iSpace's ticket system
 - Ensure all requirements have been met prior to dispatching a technician for service:
 - o Providing clear and accurate estimates
 - o Explaining charges
 - o Obtaining a PO or Credit Card payment
 - Schedule technician resources to meet SLA's and maintain department profitability
 - o Maximizing all internal resources to a minimum of 85% usage
 - o Minimizing OT whenever possible, ensuring it is approved by management when necessary
 - o Utilizing contractor resources when necessary
 - Prepare technician or contractor resources for all service visits to ensure World Class Service
 - o Scheduling to ensure enough time is allotted and technicians are always on time
 - o Giving them proper documentation that includes all issues, troubleshooting methods and previous visit notes
 - o Providing contractors with PO's for their services
 - Keep and maintain an organized ticket history
 - o Emails
 - o Estimates
 - o Phone notes
 - o Customer PO's

- Provide customers with frequent and timely follow-up to outstanding issues
 - Obtain timely updates from vendors and manufacturers we engage for customer support
 - Submit all service orders for accurate and timely invoicing with 24 business hours of ticket completion
 - Ticket notes are complete
 - Costs are entered to ticket
 - Vendor and sub-contractor invoices are obtained and properly coded
 - Provide follow up with customers after tickets are completed to ensure customer satisfaction
2. Diligently Perform Departmental Duties
- Consistently adhere to a coverage schedule of 7:30 am -4:30 pm
 - Maintain a clean and organized workspace, adhering to showroom standards
 - Maintain, organize and deploy manufacturer firmware updates as needed
 - Schedule preventative maintenance by month 6 of all Help Desk Contracts
 - Schedule customer user adoption training sessions in conjunction with Client Services
 - Maintain and regularly audit Help Desk inventory
 - Process, schedule and support Room Rental Orders
 - Assist Field technicians and customers with Video Conferencing and Audio Conference testing
 - Regularly post box sales to websites such as EBay or Craigslist to move aged inventory items
 - Process and invoice orders through ticket system
3. Serve as a Steward of iSpace Core Values and Brand
- Excellence: Be the Best. Commit to the Customer Experience. Attention to Details.
 - Integrity: Be Genuine. Dependable. Empathetic.
 - Expertise: Be an Authority. Knowledgeable. Confident.
 - Creativity: Be Visionary. Inventive. Authentic.
 - Work Ethic: Be Tenacious. Execute. Teamwork.
 - Fun: Be Positive. Fresh. Collaborate.
3. Other duties as needed to meet business needs

Competencies: To perform the job successfully, an individual should demonstrate the following.

Communications - Exhibits good listening and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods.

Continuous Learning - Assesses own strengths and weaknesses. Pursues training and development opportunities. Seeks feedback to improve performance. Shares expertise with others. Strives to continuously build knowledge and skills.

Customer Service - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

Planning & Organization - Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

Teamwork - Balances team and individual responsibilities. Contributes to building a positive team spirit. Exhibits objectivity and openness to others' views. Gives and welcomes feedback. Puts success of team above own interests.

Use of Technology - Adapts to new technologies. Demonstrates required skills. Keeps technical skills up to date. Troubleshoots technological problems. Uses technology to increase productivity.



Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Associate's degree or equivalent from two-year College or technical school plus 3+ Years AV industry experience required or equivalent combination of education and experience. Help Desk experience is a plus.

Computer Skills:

Working knowledge and proficiency with Microsoft Office Suite, including advanced knowledge and proficiency with M.S. Word and PowerPoint.

Certificates and Licenses:

CTS Certification is a plus or required to be obtained within year 1 of employment.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level is usually moderate.

While performing the duties of this Job, the employee is regularly required to sit; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and stoop. The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Depth perception and Ability to adjust focus.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature

Date