

JOB DESCRIPTION

Job Classification / Title: Service Delivery Coordinator – Cloud Services

Reports to: Director of Provisioning

Position Overview: The Service Delivery Coordinator (SDC) is responsible for project planning, carrier order placement and quality assurance for all post-sales support to clients during the provisioning/Implementation process with respect to the HPBX, SIP and VOIP products. The SDC must ensure that the customers have a smooth transition from their current provider to Spectrotel. The SDC must possess a broad understanding of technical knowledge of analog, digital and VOIP voice services, while also being an effective project manager.

Essential Functions:

- Support the sales organization before and during implementation to ensure that client requirements are clear and expectations have been set appropriately.
- Coordinate multiple projects and manage multiple orders concurrently on a daily basis.
- Order processing for HPBX, SIP and VOIP products.
- Order processing for non-complex services utilizing both internal and carrier systems.
- Provide first call resolution ensuring customer requests, inquiries and concerns are processed and resolved in a timely and efficient manner.
- Create and assist in the HPBX design of auto attendants, features, functionality and call center software to ensure the effective use of our products features.
- Effectively communicate with customers, agents and vendors to progress the order or escalate, when required, in order to ensure that commitments/timelines are met.
- Ability to multi-task and utilize all resources and relationships to deliver and meet customer's expectations.
- Coordinate large project migrations for both non-complex and complex-services
- Adherence to processes, policies and objectives related to the provisioning of HPBX and VOIP products, with an understanding of other Spectrotel products.
- Maintain a high degree of accuracy on all paperwork, call tracking tickets and work order system entries.

Education, Job Experience and/or Required Licenses:

- Previous experience in VOIP, SIP, and or data provisioning required.
- Strong knowledge of LNP practices and ability to read carrier records.
- Strong project management and organizational skills are essential
- Understanding of network architecture and infrastructure including associated equipment and functions.
- Internet, such as Internet addressing, routing, and low-level protocols.
- Experience managing escalations with minimal management intervention required.
- Previous experience in the design and implementation of VOIP applications.
- Extremely professional with excellent interpersonal, relationship, and communication skills (written and oral)
- Expert understanding of the following Internet Services and Protocols: T1, xDSL, ADSL, EOF, Cable

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The Company recognizes that an individual with a disability may require an accommodation to enable him/her to successfully perform a job function. Consideration will be given to reasonable accommodations.