ABOUT **SYSTEMGO IT**

SystemGo IT is dedicated to providing clients with world class technology support and solutions. We have built a team that understands the business, applications, development, networking, and environmental side of technology, enabling us to take care of all facets of our clients' technological needs.

SystemGo IT is a great place to work. We value our employees, and offer a fun and relaxed atmosphere, with lots of lunches, happy hours, and team building opportunities. We work hard, love solving problems, love to challenge ourselves technically and creatively, and server our clients with a great attitude.

EXPERTISE
Our team has the experience to help you grow your skills.

CREATIVITY
We encourage your creativity and nurture your desire to learn and grow.

COLLABORATE
We are a close-knit group of professionals, working together to serve our clients.

" *We offer world class business IT solutions to small and mid-sized businesses. We look to provide your business with first-class service, solutions, and support.*"

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PROJECT **COORDINATOR**

SystemGo IT is looking for a talented, professional, enthusiastic person to join our team. The selected candidate will have a great attitude, a commitment to customer service, the ability to work independently with direction, and an eagerness to solve problems and overcome obstacles.

Position Overview

The Project Coordinator will be a member of the Telecommunications team and will support our ongoing operations surrounding internet, connectivity, phone system functionality, eFax, solution whiteboarding, and customer support.

While telecommunication systems are a technical product, this is not an inherently technical position. The right person will be able to quickly learn the world of telecommunications, connectivity, and phone configuration as a project manager, not a network engineer. This position is about making sure the implementation is completed properly start to finish.

About You

You are smart, fast-learning, and fascinated with learning new things. You are very friendly, outgoing, and have a great phone presence. You are able to listen to clients explain their issues, understand the problem, and work towards a solution. You thrive in fast paced environments, can multi-task, and keep track of several projects at one time.

You are able to train end users, and work with the clients over the phone as you manage the projects from start to finish. You provide amazing customer service with a friendly, helpful, and "can-do" attitude.

Qualifications

- A friendly, outgoing, team-oriented personality is a must
- Excellent written and verbal communication skills
- Very detail oriented and won't let things fall through the cracks
- Ability to anticipate problems and suggest solutions
- Able to stay on top of multiple projects simultaneously
- Very experienced with Word, Outlook, Excel, and online systems
- Able to type 50 WPM
- Bachelor's degree preferred

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Responsibilities

SystemGo IT is a full-service technology firm, providing complete technical services to a variety of clients. The day to day responsibilities vary, but all pertain to this goal. Responsibilities include:

- General phone, mail, and email correspondence with clients, vendors, and team members
- Manage tasks, schedules, and projects
- Engage clients on the phone in friendly, professional manner
- Run reports, track and analyze data, and create professional documents
- Assisting other team members to resolve issues
- Documenting items you worked on in a thorough and professional way
- Communicating regularly with clients and co-workers

A Typical Day

A typical day centers around managing your projects and assisting teammates and customers to ensure the successful implementation of their new phone system.

- Prioritize your morning with your top tasks, reviewing emails and documenting your "to do" list, and making sure there are no fires to put out.
- Review your open projects for any follow up actions needed to drive the project forward.
- Work on other tasks and projects as assigned.
- Coordinate with installers and third-party vendors to make sure they get their jobs done.
- Communicate with clients and reps so they are up to date on their project.
- Update our online systems with detailed and accurate notes on client and vendor interactions.
- Do an online webinar training for a client to show them how to use their new phone system.
- Communicate regularly with clients to make sure everyone is ready for their installation.

About This Position

Job Type: Full time
Pay Rate: $16-$20/hr
Location: SystemGo IT office in Riverside, CA.

Full time employees receive dental and health benefits, a great team environment, paid vacations, paid volunteer time, and a lot of free snacks and lunches.

Please submit complete resume to hr@systemgoit.com.