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# Example of Service Administrator Job Description

Our company is hiring for a service administrator. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for service administrator

* Processing completed purchase orders and invoicing completed job cards into Promadis and SAP
* Manages post-sales order management (e.g., specialized product builds, performance reports, and data analysis)
* Ensuring that all reasonable steps are taken to insure all employees are provided with a safe and healthy working environment
* Balance multiple priorities, to be prepared for future events expected changes
* Configure at a macro level specific features and functionality at a module level
* Accurately produce customer invoices in a timely manner
* Relief reception when required
* Company pension scheme, Life assurance
* Maintains daily contact with customers who have open issues
* Maintains service calendar

## Qualifications for service administrator

* Experience with IT Service Management Tools such as HP Service Center, ServiceNow, BMC Remedy, CA Service Operations Management
* Experience with a Content Management System (Drupal, Joomla)
* Windows server system administration and Cisco IP Telephony phone administration experience
* Basic mentoring and coaching skillsThis is to inform you that Hewlett Packard GDBC EOOD (HP) is registered as an administrator of personal data to the Commission for Data Protection
* To independently manage the opening and closing of service requests in our Customer Relationship Management (CRM) system
* Cegep diploma or minimum 2 years customer service experience