



Example of Service Administrator Job Description

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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

- Recruitment including arranging assessment days
- Answering all incoming phone calls and ensuring accurate messages are taken and passed to the appropriate person in a timely fashion
- Daily Sickness Report & Summary– e-mail to Monitoring Management team
- Attend any other formal meeting to compile notes
- Greeting all visitors, signing them in, providing them with a security pass
- Introduction to Cisco
- Introduction to CIN, including our role and charter within Cisco
- SRA specific tools and processes
- Secure payment authorization and return shipping information from customer for the service and repair of instruments (PO, credit cards)
- Accurately produce a high volume of intricate customer invoices in a timely manner

Qualifications for service administrator

- Experience in configuring and supporting Blackberry, iPhone and Android devices in Microsoft Exchange based networks
- Experience working with a SAP software
- Demonstrated high level work ethic and organizational skills is a “must have”
- Ability to communicate at all levels and build rapport with customers and the Service Team
- Strong customer service focus and soft skills
- Bachelor’s degree in Computer Science or similar field Experience providing

