



Example of Service Administrator Job Description

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Our company is looking for a service administrator. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for service administrator

- Respond to RTQ from customers received from the PSS Service teams across Europe
- Collate job paperwork, price and obtain order numbers from customers as required
- Arrange hotels / buffets for meetings as requested ordering stationery & machine brochures
- Enter engineer's time sheets onto system
- Provide remote hands support of j2 Production Systems in EU colocation's and Data Centers
- Responsible for timely provisioning of phones and end-user computing equipment
- Travel within the EU will be required and to the US may be required
- Manage clientele
- Process 900-1000 invoices per month
- Process warranty claims with distributors

Qualifications for service administrator

- 3+ years of experience in Helpdesk for both phone and visiting user's desks
- Proven experience with Windows XP, Windows 7, MS Office 2007, and MS Office 2010
- Min 2 years' experience in administration type tasks

- Solid communication, technology, organizational, and analytical skills required
- Calculate shipping fees