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IT & VoIP Technical Operations Assistant

Description

We are seeking a highly organized, detail-oriented IT & VoIP Technical Operations Assistant to support our Managed IT Services and VoIP Operations teams. This role is ideal for someone with strong administrative and organizational skills who is interested in technology or already has some IT experience.

This position plays a critical role in helping keep daily operations running smoothly by assisting with dispatch, customer follow-ups, scheduling, documentation management, proposal preparation, ticket coordination, VoIP coordination, and general operational support for our IT department.

The ideal candidate is professional, process-driven, able to multitask in a fast-paced environment, and comfortable learning technical concepts and systems across both IT and business communications platforms.

Responsibilities

Administrative & Operational Support

- Create and update proposals, forms, internal documents, and customer-facing communications
- Maintain and update technical documentation and operational records
- Assist with onboarding/offboarding checklists and operational workflows
- Help track project tasks, renewals, licensing, and operational follow-ups
- Coordinate with vendors and customers regarding scheduling, information gathering, and project requirements
- Assist management with reporting, organization, and day-to-day operational tasks

Service Coordination & Dispatch

- Assist with dispatching and scheduling service tickets for IT technicians, engineers, and VoIP staff
- Monitor ticket queues and ensure requests are properly assigned and updated
- Perform customer follow-ups regarding open tickets, scheduling, approvals, and pending items
- Help ensure tickets are properly documented and updated according to company standards
- Coordinate onsite visits, meetings, installations, and project scheduling

VoIP Coordination & Support

- Assist with VoIP ticket coordination and customer communication
- Help schedule VoIP installs, porting activities, training sessions, and service calls

Hiring organization

Premier Personnel Group

Employment Type

Full-time

Beginning of employment

ASAP

Duration of employment

Full Time

Industry

IT

Job Location

Kenilworth

Base Salary

\$ 20 - \$ 25

Working Hours

m-f 8:30 am to 5 pm

- Assist with gathering customer information required for phone system deployments
- Coordinate with carriers, vendors, and internal staff regarding VoIP-related requests
- Learn and assist with basic VoIP administrative tasks and customer support functions
- Provide operational coverage and administrative support for the VoIP team when needed

Customer Communication

- Professionally communicate with customers via phone and email
- Provide status updates and follow-up communication for service requests and projects
- Help maintain a high level of customer service and responsiveness

Qualifications

Strong organizational and multitasking skills

- Excellent written and verbal communication
- Strong attention to detail
- Ability to manage multiple priorities in a fast-paced environment
- Professional customer service skills
- Strong follow-through and accountability
- Proficiency with Microsoft Office (Outlook, Word, Excel)
- Ability to quickly learn new systems and software platforms

Qualifications – Preferred

- Experience working in an IT company, MSP, telecom, or technical environment
 - Experience with ticketing or dispatch systems
 - Familiarity with Microsoft 365
 - Familiarity with VoIP or business phone systems
 - Experience with ConnectWise, Autotask, ServiceNow, or similar platforms
 - Proposal creation or document formatting experience
 - Basic understanding of IT terminology, networking, and business technology environments
- Prior scheduling, coordination, or operations experience

Job Benefits

Full Benefits