



## Sr. IT Customer Service Coordinator- Tier IV

Interested Applicants should submit their resume to: [hr@metricanet.com](mailto:hr@metricanet.com)

### Position Title:

**Sr. IT Customer Service Coordinator – Tier IV**

### Location:

Washington, DC

### Position Description:

Metrica Inc. is one of the small business leader in Global Mobility, Cybersecurity Modernization and International Logistics. Our core values include providing our clients with strong service, continuous improvement and quick response and giving our employees responsibility, trust and ownership of their positions.

We are currently looking for a Sr. IT Customer Service Coordinator-Tier IV to fill a position in Washington DC and are hoping you can fill our needs.

You should be a self-starter ready to assist at a moment's notice reporting directly to the Administrator. You must be extraordinary in terms of customer service support. You will be expected to drop everything and support the administrator directly any time support is needed. A strong understanding of Apple and Microsoft family of products is required. You must also wear a suit/professional dress every day

### Required Skills and Education

- ) A complete understanding of Enterprise IT Services using Apple\Windows programs (specifically Visio, Word, Excel, PowerPoint, Project) and Web-based applications and search tools (Internet Explorer, Firefox, Chrome), various Anti-Virus software
- ) Ability communicate with senior management to successfully resolve system, applications or work issues Bulleted list of requirements
- ) Experience working in a fast-paced large environment and ability to multi-task.
- ) Self-Starter – Ability to work without supervision
- ) Prefer at least one year of hands-on experience in working with senior level clients, new college graduates are encouraged to apply. College education may be substituted for experience.
- ) Good interpersonal skills
- ) Good knowledge of customer relations
- ) Good conflict resolution skills
- ) Ability to multitask
- ) Have good sense of judgment and time management skills.
- ) Strong analytical and troubleshooting skills
- ) Good verbal and written communication

### Preferred Skills:

- ) Bachelors in Computer Science or equivalent experience
- ) Must be clearable for a DOE Q
- ) DoD TS/DOE Q preferred

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#### **About Metrica:**

Metrica, Inc. is a broad-based professional services firm established in 1984 to provide an array of program support activities to the US government and corporations. Metrica's headquarters is located in San Antonio, Texas, with additional offices in Northern Virginia. Metrica is an Equal Opportunity Employer, M/F/D/V.

#### **Company Benefits**

Metrica offers an excellent starting salary and outstanding fringe benefits, including Medical, Dental, Tuition Assistance, and 401(k) Retirement Plan to name a few.