



iT 365

**Service Desk
Coordinator**

Role Details

Location: Warrington

Salary: £30,000.00 - £35,000.00 per year

Department: Service Desk

About IT365

IT365 is a long-established, fast-growing managed service provider supporting organisations across the UK and internationally. For over 15 years, we've helped businesses operate smoothly, stay secure, and remain productive with proactive, reliable IT services.

We're entering an exciting new chapter. As part of our evolution, we've refreshed our brand, strengthened our technology stack, and introduced clearer, value-driven services packages designed to give customers more confidence, clarity and, measurable outcomes. These updates reflect our commitment to continuous improvement and our drive to deliver technology that genuinely makes life easier for the organisations we support.

Our teams are passionate about technology and committed to client success building long-term partnerships through expertise, transparency, and proactive communication. With structured onboarding and clear pathways, we deliver consistent, accountable high-quality support. As we continue to grow, our focus remains the same: providing peace of mind, enabling shared success, and become a valued extension of our customers' team.

Our Mission

To exist to ensure our customers' operations run smoothly, so they can focus on what matters most – with peace of mind built into every solution.

Our Vision

To be the trusted IT partner that grows with our customers, locally and globally. Making their lives easier, enabling shared success, and becoming a valued part of their team.

Role Overview

As a Service Coordinator at IT365, you will be responsible for keeping service delivery moving, controlled, and aligned to customer expectations.

This is a central role that sits between the Service Desk, Projects, and Leadership teams. Your focus is not technical delivery, but ensuring the right work is prioritised, scheduled, tracked, and completed to a high standard.

You will coordinate service desk activity, support project delivery, and maintain oversight of service performance – making sure nothing stalls, slips, or gets lost.

This role is critical to scaling our service without overloading engineers, by creating structure, visibility, and accountability across all delivery activity.

Key Responsibilities

Service Desk Coordination & Dispatch

- Own the flow of work across the Service Desk
- Prioritise, assign, and monitor tickets and requests

- Balance workload across engineers to maintain performance SLAs
- Ensure tickets move forward and don't sit unresolved

Project & Change Coordination

- Coordinate small to medium projects, changes, and improvement work
- Break down work into clear, actionable tasks
- Align timelines, dependencies, and resource availability
- Act as the link between engineers, customer success and leadership

Planning & Scheduling

- Build and maintain delivery schedules across service and project work
- Ensure commitments are realistic and visible
- Plan engineer time effectively across BAU and project work
- Flag capacity issues early

Delivery Oversight & Tracking

- Track progress across all active work (tickets, changes, projects)
- Identify blockers quickly and drive resolution
- Maintain momentum and accountability across the team
- Provide clear, regular updates and delivery status

Service Review & Quality Control

- Review service delivery against SLAs and expectations
- Spot recurring issues, delays, or inefficiencies
- Support service reviews and project completion checks

- Ensure documentation and outcomes are complete and accurate

Customer Coordination

- Act as a structured, professional point of contact for delivery updates
- Manage expectations around timelines, priorities, and progress
- Reduce direct pressure on engineers by handling coordination and communication
- Ensure customers feel informed and in control

Process & Continuous Improvement

- Maintain clear delivery records and reporting
- Identify gaps in process and suggest improvements
- Help standardise how work is planned, tracked and delivered
- Contribute to improving overall service desk performance and efficiency

This role is not a hands on technical engineer.

Qualifications & Experience

Essential

- Experience in an MSP, IT Services, or technical delivery environment
- Background in one of the following:
 - Service Coordinator/ Dispatcher/ Service Delivery
 - Project Coordinator/ Junior Project Manager

- IT Operations / PMO / Delivery

- Coordination role

- Proven experience coordinating work across tickets, changes, and projects
- Experience working closely with technical teams and managing competing priorities
- Exposure to service levels, delivery performance, and customer expectations

Skills & Attributes

- Highly organised with strong attention to detail
- Confident communicator (internal teams and customers)
- Able to prioritise and manage multiple streams of work at pace
- Comfortable working with technical teams (no technical experience required)
- Naturally proactive – keeps work moving forward and closes gaps without being asked
- Confident enough to challenge timelines, priorities and capacity when needed

Desirable

- Exposure to Microsoft cloud environments (M365 & Azure)
- Familiarity with PSA/ ticketing/ scheduling tools (e.g. ConnectWise)
- Basic understanding of service management or project frameworks (Prince2, ITIL)
- Experience in dispatch or scheduling function within a service desk

What You'll Love About Working Here

- Company pension
- Private healthcare
- Free on-site parking
- Your birthday off
- Annual training budget
- 28 days' holiday including bank holidays
- Opportunities for structured progression within our tiered support model
- A culture built around trust, shared success, and a forward thinking team.

How to Apply

Send your CV and a short introduction to: recruitment@itsupport365.co.uk