



201 – 3542 Blanshard Street
Victoria, BC V8X 1W3

Job Description

Position: IT Service Coordinator
Reports to: Executive Team or Assigned Delegates
Location: Lynxedge Solutions - Vancouver Office
Employment: Full Time
Updated: March 30, 2026

Position Summary:

The IT Service Coordinator is responsible for managing and coordinating IT service requests and incidents to ensure timely resolution and customer satisfaction. The role manages the service desk workflow for both the Vancouver and Victoria Lynxedge offices by monitoring service desk queues, assigning tasks to appropriate team members, and maintaining clear communication with both technical staff and clients. The IT Service Coordinator also assists in maintaining accurate service documentation, monitoring and tracking service performance against established service documentation, and supporting process improvements to enhance service delivery. Working closely with the Team Lead and Executive Team, this role helps ensure efficient service delivery, smooth coordination of technical activities, and a consistent client experience. Strong organizational skills, attention to detail, and the ability to work in a fast-paced environment are essential for success in this position.

Lynxedge Solutions:

At Lynxedge, we know that at the heart of any successful organization lays a technological strategy and IT system that pushes them ahead of their competition. As such, we are passionate about providing thoughtful, timely and tailored IT solutions, and strategic IT plans to our clients. Through our hard work, dedication, and passion for well-designed solutions, we provide and maintain our clients' technological edge. We are obsessed with providing exceptionally well-tailored IT support and structure to our clients and we want to hire someone who will love doing that work as much as we do.

Key Responsibilities:

Service Desk Coordination and Work Allocation:

- Monitor and manage IT service desk queues to ensure service requests and incidents are addressed in accordance with established priorities and service level agreements.
- Assign service requests and incidents to Tier 1 and Tier 2 technicians based on technical requirements, priority, and technician availability.

- Track the progress of service requests and incidents to ensure timely resolution.
- Manage escalation processes when issues are not resolved at the technician level and coordinate with appropriate technical resources.
- Ensure service activities are accurately documented within the IT service management system.

Client Communication and Service Coordination:

- Serve as a key coordination point for client communications related to service requests, maintenance activities, and service scheduling.
- Coordinate the rollout of client technology initiatives such as device deployments, upgrades, or equipment replacements.
- Work with clients to schedule activities, coordinate equipment preparation or pickup, and ensure readiness for service delivery.
- Maintain clear communication with both clients and internal technical teams regarding service status and timelines.

Service Delivery and Operational Support:

- Monitor service delivery performance and assist in ensuring compliance with client service level agreements.
- Maintain accurate records of service requests, incidents, and resolutions.
- Manage and track client software licenses and escalate discrepancies or renewal needs as required.
- Coordinate client user onboarding and offboarding activities, including scheduling setup tasks, preparing equipment, and ensuring appropriate system access is provisioned or removed
- Assist in maintaining IT service documentation, procedures, and knowledge base materials.

Process Improvement and Reporting:

- Gather and report on service desk metrics and operational trends to support service improvement initiatives.
- Support ongoing improvements to IT service delivery processes in alignment with ITIL service management practices.
- Work closely with the Team Lead and Executive Team to identify workflow improvements and ensure effective coordination across the technical team.

Project and Deployment Coordination:

- Coordinate smaller scale technology deployments and service rollouts for clients.
- Schedule resources, track progress, and ensure required equipment and preparation are completed prior to deployment activities.
- Support the coordination of onboarding or offboarding activities related to client systems and user access when required.

Required Education and Experience:

- Diploma or degree in Information Technology, Computer Systems Technology, Business Administration, or a related field, or equivalent practical experience.
- ITIL Foundation certification or familiarity with ITIL service management practices is considered an asset.
- 3 to 5 years of experience in an IT service desk, IT operations, or service coordination role with experience coordinating technical work, service requests, or operational workflows in a fast paced environment.
- Experience working with an IT service management or ticketing system (Zendesk, HaloPSA, Autotask, ConnectWise, etc.) including monitoring service queues and prioritizing requests based on urgency and impact.
- Experience supporting external clients and coordinating technical service activities, deployments, or equipment rollouts is considered an asset.

Additional Skills and Abilities:

- Strong organizational and coordination skills with the ability to manage multiple service requests, prioritize competing demands, and maintain accurate service documentation
- Excellent communication and interpersonal skills with the ability to work effectively with both technical staff and non-technical clients
- Strong client service orientation with sound judgment and problem solving ability when coordinating issue resolution and managing escalations
- Collaborative team approach with the ability to support efficient service workflows and coordinate technician activities
- Sufficient technical understanding of IT service tasks to effectively estimate effort, prioritize work, and coordinate technician assignments

Additional Requirements:

- Ability to pass a Criminal Record Check.
- Ability to carry 40 lbs safely, including up and down stairs and able to move from standing to kneeling under a desk with ease and comfort.

Disclaimer Clause:

The above statements are intended to describe the general nature and level of the work being performed by the employee assigned to this position. There is no exhaustive list of all duties and responsibilities, knowledge, skills, abilities, physical job demands and working conditions associated with this position.