



PERSON SPECIFICATION	
JOB TITLE	Service Coordinator
DEPARTMENT/SECTION	IT Services

<p>SAFEGUARDING:</p> <p style="text-align: center;"><i>Forest School is committed to safeguarding and promoting the welfare of children.</i></p> <p>The postholder will be required to;</p> <ul style="list-style-type: none"> • Complete an Enhanced Disclosure and Barring Check (DBS). • Complete Child Protection Training. • Promote and safeguard the welfare of all children and young persons they are responsible for, or with whom they come into contact. <p>The Support Manager generally communicates with users when things go wrong, thus are required to always act in a professional and understanding manner. The Support Manager is expected to be proficient in customer relationship management, staff activity coordination, and reporting. The Support Manager must have an attention to detail with a meticulous work ethic.</p> <p>The table below outlines some technologies the Support Manager needs to be proficient in but is not limited to these areas. Forest School may require that the Support Manager perform other tasks deemed reasonable within the job scope.</p>
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Area	Description	Desired	Essential
Workstation Hardware and Operating Systems	Knowledge of workstation hardware including, but not limited to: Laptops, Desktops and Tablets; Scanners; Printers; Mobile Phones; Any other workstation peripherals deemed reasonable. Latest client operating system technologies including, but not limited to Windows, MacOS, Android and IOS.		X
Desktop Software	Installation, configuration and troubleshooting of desktop software technologies including, but not limited to the following vendors: Microsoft, Adobe, etc. Examples of software technology environments include Office Suites, Security Software, Educational Software, etc		X
Networking	Installation, configuration and troubleshooting of networking hardware. Knowledge of networking technologies including, but not limited to the following: Media Types, Networking Components, Protocols and Standards, IP Addressing, Network Security.	X	
Telephony and Communications	Knowledge of mobile phone technologies, unified communications technologies (Teams, Zoom, etc), IP telephone services, video conference technologies	X	

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Area	Description	Desired	Essential
Server Hardware and Operating Systems	Knowledge of server hardware including, but not limited to: Dell, HP and Lenovo servers; Backup Devices; Storage Devices; Server Racks; Uninterrupted power supplies; Any other server hardware deemed reasonable. Latest server operating system technologies including, but not limited to Windows Server 2016, Windows Server 2019 and Windows Server 2022.	X	
Specialised Server Applications and Technologies	Working knowledge of configuration and troubleshooting of server software technologies from Microsoft. Examples of software technology environments include Active directory, DHCP, DNS.	X	
Business Applications and Cloud Services	Microsoft 365, Microsoft Teams, Exchange Online, SharePoint Online, OneDrive, Intune.		X
Scripting/ Programming Languages	Knowledge of administrative scripting and programming languages including, but not limited to: PowerShell, HTML, CMD.	X	
ITSM Systems	Experience managing and ITSM platform like ManageEngine Service Desk Plus, ManageEngine Endpoint Central, Zoho Site 24/7, etc.	X	

Desired Qualifications:

(Candidate should have equivalent certification and should strive to attain most over time)

CompTIA A+
 CompTIA Network+
 ITIL 4 Foundation
 ITIL 4 Managing Professional
 Exam MS-900: Microsoft 365 Fundamentals
 Exam AZ-900: Microsoft Azure Fundamentals
 Exam MS-102: Microsoft 365 Administrator
 Exam MD-102: Endpoint Administrator
 Exam MS-700: Managing Microsoft Teams
 Exam SC-300: Microsoft Identity and Access Administrator
 Barracuda Email Protection Foundation

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