



JOB DESCRIPTION

JOB TITLE	Service Coordinator
DEPARTMENT/SECTION	IT Services
LINE MANAGER	Head of IT Services
RESPONSIBLE FOR	Field Engineers

SAFEGUARDING:

Forest School is committed to safeguarding and promoting the welfare of children.

The postholder will be required to;

- 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.

JOB SUMMARY:

- Manage the professional support relationship with staff and pupils while consistently striving to improve the school IT support platforms and procedures to improve the overall experience for users.
- Ensure that the field engineers log and document all support activities and school infrastructure changes.
- Oversee the effective communication between staff, pupils, Forest colleagues, and Refocus colleagues.
- Manage support SLAs.
- Generate support related reports for management and regular support review meetings.

KEY DUTIES AND RESPONSIBILITIES:

Quality Assurance: Assuring, through ongoing and periodic assessments and reviews, that the school's quality objectives are being met as defined by management.

Release and Deployment: Maintains and administers tools and methods for software delivery, deployment and configuration.

Service Level Management: Agreeing targets for service levels and assessing, monitoring, and managing the delivery of services against the targets.

Service Catalogue Management: Maintains service and product descriptions and keeps the list of available services up to date.

Incident Management: Coordinating responses to incident reports, minimising negative impacts, and restoring service as quickly as possible.

Problem Management: Managing the life cycle of all problems that have occurred or could occur in delivering a service.

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Change Control: Assessing risks associated with proposed changes and ensuring changes to products, services or systems are controlled and coordinated.

Asset Management: Managing the full life cycle of assets from acquisition, operation, maintenance to disposal.

Resourcing: Analyses resource requests to determine tasks, skills and effort required.

Competency Assessment: Assessing knowledge, skills, competency, and behaviours by any means, whether formal or informal of field engineers.

Supplier Management: Engages proactively and collaboratively with suppliers to resolve incidents, problems, or unsatisfactory performance.

Customer Service Support: Managing and operating customer service or service desk functions.

- Responsible for day-to-day management, resource planning and work allocation to meet agreed service levels.
- Specifies, agrees, and applies standards. Ensures that service delivery is tracked and monitored, metrics and reports are analysed, and issues are resolved.
- Drafts and maintains policy, standards and procedures for the customer service or service desk functions.
- Ensures that the catalogue of services that can be requested and that are supported is complete and up to date.

ADDITIONAL RESPONSIBILITIES

IT Infrastructure:

- Carries out routine operational procedures, including the execution of specified automation tools.
- Amends existing automation tasks under supervision to gain a basic understanding of the automation tools.
- Contributes to maintenance and installation. Monitors and reports on infrastructure performance to enable service delivery. Resolves issues or refers to others for assistance.

Application Support:

- Maintains application support processes and checks that all requests for support are dealt with according to agreed procedures.
- Uses application management software and tools to investigate issues, collect performance statistics and create reports.

Systems Installation and Removal:

- Installs or removes hardware and/or software, using supplied installation instructions and tools, including handover to the client.
- Uses standard procedures and diagnostic tools to test installations, correct problems, and document results.
- Records details of all components that have been installed and removed. Assists users and follows agreed procedures for further help or escalation.
- Contributes to the development of installation procedures and standards.

Security Operations:

- Maintains operational security processes and checks that all requests for support are dealt with according to agreed procedures.

Performance Management:

- Provides operational direction, support, and guidance to assigned colleagues.
- Allocates routine tasks, in line with team objectives and individual capabilities. Monitors quality and performance against agreed criteria to make learning recommendations or to escalate concerns.
- Coaches colleagues in developing target skills and capabilities in line with team and personal goals.
- Facilitates effective working relationships between team members.

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Employee Experience:

- Supports assigned co-workers in areas of uncertainty, such as, organisational contacts, communication channels, processes, job expectations and manager relations.

Methods and Tools:

- Provides support on the use of existing methods and tools.
- Configures methods and tools within a known context.
- Creates and updates the documentation of methods and tools.

Research:

- Searches for relevant material using specialised websites and sources, reads relevant articles to update knowledge of the relevant field.
- Reports on work carried out and may contribute sections of publication-quality material.
- Curates, under guidance, a personal collection of relevant material.

TERMS OF EMPLOYMENT:

- Place of work: Forest School, London, E17 3PY
- Salary: Commensurate with role and its responsibilities
- Hours: Full time, Monday to Friday. Term time hours: 07:30 – 16:00/08:00 – 16:30. School holiday hours: 08:30 – 15:30. Occasional weekend or evening for School events.
- Holiday: 30 days holiday plus statutory English public holidays (holiday to be taken during the school holidays by agreement).
- Support staff are enrolled into a defined contribution scheme. Staff are required to make a minimum contribution into the scheme, amounting to 5%. The school will make a graduated employer contribution, starting at 11%, based on length of service.
- Free lunches during term time and when working during the school holidays.
- Refreshments available in the Common Room throughout the day.
- Discounted membership of the Sylvestrian Leisure Centre.
- Assistance obtaining permit of parking.
- Employer death in service benefit
- Support with extensive CPD opportunities

FOREST SCHOOL'S POLICY AND PROCEDURE

The postholder is required to actively follow and abide by all Forest School policies and procedures including Equal Opportunities, Safer Recruitment and Child Protection, and will maintain an awareness and observation of Fire and Health & Safety Regulations

If during the course of time the duties and responsibilities should change, the job description will be reviewed and amended in consultation with the postholder.

The postholder will carry out any other duties as are within the scope, spirit and purpose of this job description as requested by the relevant Line Manager.

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