

The Service Manager - Skill Set Recommendations:

Role: Computer System Administrator

Target Audience: Small & Growing Organizations

Introduction:

The Service Manager is designed to be easy to learn and use. The software uses a reassuringly familiar design similar to Microsoft Outlook. The primary benefit of using a familiar design like Microsoft Outlook is that training costs are lower and your organization can achieve a high level of user acceptance.

The following skill set recommendations are written for the computer system administrator and the person(s) within your organization that will make decisions about how your organization will configure and use The Service Manager software. The "computer system administrator" job title is used only for convenience, and it is understood that there may be a single individual or a group of people with duties and responsibilities that can include the role of "computer system administration". We also recognize the wide range in size of organizations choosing The Service Manager to for their organization. In a smaller organization, there may not be a full-time "computer system administrator" (often the role is filled by the owner, office manager, or customer service representative). In some cases an organization may choose to contract with a computer or software consultant to manage portions of this role.

Basic Technical skill set recommendations:

- 1. Basic proficiency with computer hardware.**
 - a. It is helpful to know how to connect the cables to a computer and related components.
 - b. Be able to perform periodic backups and manage a schedule to rotate backups off-site.
 - c. It is helpful to be able to diagnose basic problems, such as when the connection to the Internet is unavailable.
 - d. Be able to change the printer supplies.
- 2. Basic proficiency with the Microsoft Windows XP operating system**
 - a. Be able to use Windows Explorer to organize files.
 - b. Be able to use Internet Explorer to connect to the Internet.
 - c. Be able to install virus protection software and keep it up to date.
 - d. Be able to create email accounts on the company email system or email service.
- 3. Proficient with Microsoft Word.**

Microsoft Word is a general purpose word processor that is useful of most business correspondence.
- 4. Proficient with Microsoft Excel.**

Microsoft Excel is a spreadsheet that is useful to analyze, sort and report on data.
- 5. Proficient with Microsoft Outlook (or equivalent).**

Microsoft Outlook is an email client and personal information manager.

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Advanced Technical skill set recommendations:

6. Basic Proficiency with Accounting Software Systems.

- a. It is helpful to have a basic understanding of accounting, including but not limited to account receivable, invoicing, payroll and accounts payable.
- b. Additional tasks might include sales reporting, cash handling, and month-end processing.

7. Proficient in Imaging programs.

Imaging programs can help your organization visually communicate your ideas in proposal format. Professional presentations can be the difference between getting a job and being the “runner up”. Imaging programs are often useful to create a polished professional look to basic digital pictures. Programs like JASC PaintShop Pro, Adobe Photoshop or Photoshop Elements are examples of programs commonly used.

Service industries like Interior Landscape Contractors have programs like the Tropical Computers Toolbox available that can create professional proposals including images of the plants being proposed and show a “before” and “after” view of a space. Tropical Computers offers training classes for their programs.

8. Proficient with Microsoft MapPoint (optional)

Microsoft MapPoint can create maps and driving directions for routes that are defined in The Service Manager.

Professional Technical skill set recommendations:

9. Business Objects Crystal Reports

The Service Manager reports are developed by Shining Brow Software in the Crystal report (.rpt) format. Shining Brow ships the finished reports with The Service Manager software. It is possible to customize and modify the reports using Crystal Reports.

10. Proficient with desktop publishing programs.

Desktop publishing programs are useful for customer communications including newsletter, special events, special sales, new service announcements. There are many different desktop publishing programs on the market today, ranging in complexity from basic to professional. Here are a few examples:

- GOOD: Microsoft Word (use templates available from Microsoft.com)
- BETTER: Microsoft Publisher
- BEST: Adobe InDesign

Non-technical skill set suggestions:

Finally, while not a “technical” skills, we have observed the following characteristics in high performing individuals at highly successful service organizations:

1. Must possess a caring, friendly and positive attitude.
2. Must be highly detailed orientated and complete work with accuracy.
3. Exhibit outstanding Telephone skills and handle multiple calls with grace.
4. Ability to Multi-task.
5. Ability to make the client feel like he/she is the only client on planet earth.
6. Utilize problem solving skills to ensure Client expectations are met.
7. Must enjoy challenges, but more importantly enjoy overcoming them.
8. Must possess the desire for career advancement and show this through prior work experience.