

Technology Services Great Expectations							
	Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations	Clearly Outstanding	Key Performance Indicators	Training
1. CAMPUS NETWORK SUPPORT	The technician can troubleshoot and distinguish an item affecting telephony and network connectivity in order to systematically resolve or escalate an incident. The technician ensures that issues with network closets are reported expeditiously. The technician can efficiently locate the MDF and IDF closets and wireless access points at all assigned campuses.						
	0 Preventative Maintenance	PAR reports not completed	1 PAR report completed	PAR process is completed monthly.	PAR process is completed twice a month.	PAR process is completed weekly.	PAR - Campus Wireless, Campus Network
	1 Telephony Support	Unable to address telephones in any capacity.	Unable to determine the root cause of a telephony issue even after	Determines items affecting telephony connectivity.	Determines the root cause of the telephony issue within minutes of entering the room.	Proactively addresses potential telephony issues.	GE 1111 Troubleshooting VOIP Telephony - UC
	2 Network Support	Unable to address network connectivity in any capacity.	Unable to determine the root cause of a network issue even after troubleshooting.	Determines items affecting network connectivity.	Determines the root cause of the network connectivity issue ten minutes of	Proactively addresses network connectivity issues.	GE 1121 Troubleshooting Network Connectivity: Wired and Wireless - UC
	3 Closet Maintenance	Closets are all full of other things, including trash and non-technology items. They resemble a storage closet.	Closets are being used to store a few things that do not belong. Area is not neat.	Keeps closets organized and free from clutter.	Inspects the closets every three to six months to ensure they are organized and clean. Keeps documentation with pictures to show the results of these walk-throughs.	Performs monthly walk-throughs of every closet and keeps documentation with pictures to show the results of those walk-throughs.	GE 2131 Maintaining and Evaluating the Network Closet: MDF/IDF/AP Expectations - UC
	4 Network Equipment Awareness	Unable to locate the MDF or IDF closets.	Can only locate MDF and IDF closets with the help of a map.	Locates MDF and IDF closets.	Able to quickly provide an updated map to MDF and IDF closets in case a vendor or outside technology specialist needs to know their locations.	Complete and thorough history of network issues can be provided for the current school year.	
	5 Support and Documentation	Unable to locate any wireless access points.	Can only locate wireless access points with the help of a map or by wandering aimlessly to find them.	Locates wireless access points.	Able to quickly provide an updated map to all wireless access points on the campus in the event a vendor or external technology specialist needs to know their locations.	Impeccable level of detail regarding campus network experience for students and employees documented. Campus is aware of how to address and respond to outages.	
2. CAMPUS TESTING SUPPORT	The technician will verify that both software and hardware are 100% prepared prior to the first day of testing. The testing environment will be well organized and free of clutter. On days where testing is utilizing technology resources, the technician will be immediately available to support the technology and validate that the testing day is successful.						
	0 Preventative Maintenance	PAR reports not completed	1 PAR report completed	PAR process is completed monthly January -	PAR process is completed twice a month	PAR process is completed weekly January -	PAR process completion - Campus Testing
	1 Coordinator Contact	Does not contact the testing coordinator prior to the first day of testing. Does not respond to testing coordinator's e-	Contacts the testing coordinator one week before the first day of testing.	Contacts and maintains open communication with the campus testing coordinator two weeks before testing	Contacts and maintains open communication with the campus testing coordinator three weeks before testing	Contacts and maintains open communication with the campus testing coordinator beginning at least one month	
	2 Testing and preparation	Hardware is not set up and/or tested prior to the first day of testing.	Only a few computers have been tested prior to the first day of testing. Assumes the rest of the machines will work.	Prepares and tests software and hardware prior to first day of testing. Includes at least five spare pieces of equipment that have also been tested in the event of a hardware or software malfunction on another device	All preparations have been documented and shared with the Testing Administrator to enable the equipment to be easily gathered and distributed.	Everything has been tested, all equipment is logged in, and waiting at the testing site before students arrive for testing.	GE 1221 Preparing for Network Testing: Beginning- to-End Testing Setup and Support - UC
	3 Environment Preparation	Students cannot test until environment is cleared of clutter that is in the way.	Too many cables are tangling or getting in the way of the keyboards and/or mice. Numerous tripping hazards are present.	Testing environment is well organized and free of clutter.	Equipment is set up around a design that keeps students and staff from accidentally powering something off or tripping.	Safety and technical concerns have been addressed in coordination with the Testing Coordinator and successfully implemented.	
	4 Presence	Does not show up on day of testing to support the technology.	Shows up for testing, but testing coordinator cannot locate technician when an issue arises.	Supports technology resources in use during testing days.	Assigned campuses are appropriately supported while assigned Technician is supporting the testing initiative without additional assistance from other Technicians.	Able to support testing and monitor campus service requests at the same time.	
	5 Completion and Documentation	Unable to say whether or not testing was technology successful.	Testing is accomplished, but additional support was required and campus administration was required to make modifications.	Validates the testing day is technologically successful.	Testing is complete and successful. Additional documentation is not provided.	Information has been provided that showcases the successful testing session.	
6 Yearly Certification Completion	Does not attend or if unable to attend regularly scheduled meeting, does not make alternative arrangements.	Requires reminders to complete Certification Update	Requires alternative date to complete certification.		Completes yearly certification update on scheduled date.		

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3. ENGAGEMENT AND SUPPORT	Technicians will ensure all interactions with customers and Technology staff are appropriate and professional. Customer follow-ups are common. At least 90% of the returned customer surveys are positive. The technician knows the key personnel at assigned campuses and key personnel are acquainted with the technician as well. Key Personnel include the Principal, Principal's Secretary, Technology Liaison, Librarian, Receptionist, and Testing Coordinator.							
	0 Preventative Maintenance	PAR reports are not completed.	One PAR report is completed.	PAR process is completed monthly.	PAR process is completed twice a month.	PAR process is completed weekly.	PAR process completion - Campus Express	GE 1301 Connecting with the Customer - UC
	1 Additional Comment Response	Unable to communicate with others professionally and appropriately - often receives requests to transfer	Experiences difficulty getting along with customers at campus(es).	Communicates with customers professionally and appropriately.	Receives at least 2 additional commendations each month through Excellence in Action from campus.	Receives at least 5 additional commendations each month through Excellence in Action from campus.		
	2 Survey Return Percentage	Less than 80% of returned surveys are positive.	80%-89% of returned surveys are positive.	90% of returned surveys are positive.	91%-95% of returned surveys are positive.	96%-100% of returned surveys are positive.	Number of Returned Surveys: __%	
	3 Building Knowledge of Technician	Staff members identified do not know the Technician.	Only 3 of the staff members identified know the Technician.	Key personnel know the technician.	At least 2 personnel can share positive interaction experience about technician.	At least 4 personnel can share positive interaction experience about technician.	Number of Surveys with 5, 4, 3: __ __%	
	4 Technician Knowledge of Building	Technician does not know any of the key personnel by memory.	Technician only knows 3 of the staff members identified.	Knows the key personnel at assigned campus(es).	Technician can share at least 2 positive interaction experiences with identified personnel.	Technician can share at least 4 positive interaction experiences with identified personnel.	Score __%	
5 Post Resolution Discussion	Technician never has a PRD with any customer.	Technician only has a PRD with the customer after being asked.	Post-resolution discussions (PRDs) are generally common with customers.	PRDs occur quite frequently with at least 50% of customers.	PRDs occur on a daily basis with at least 90% of customers.			
4. HARDWARE SUPPORT	The technician is able to distinguish whether hardware problems are addressed by the Service Center or warranty repair. Hardware malfunctions are quickly reviewed, analyzed, and addressed. The technician is able to fix or replace major hardware components of primary district hardware along with their peripheral devices. The locations and contents of wireless carts are known by the technician, or the technician knows the key personnel responsible for the wireless carts.							
	3 Computer Repair Support	Does not attempt to repair a laptop.	Routinely experiences difficulty when attempting to repair a laptop computer, resulting in additional staff	Repairs components within laptop.	Verifies all laptop components are in working order.	Provides alternative means for user to succeed using technology while repairs are being made.		GE 2431 Repairing Laptop Computers
	4 Printer Repair Support	Does not attempt to repair a printer.	Routinely experiences difficulty when attempting to repair a printer, resulting in additional staff assisting.	Repairs components within printer and resets all counters on network printer after replacing applicable components.	Verifies all printer components are in working order.	Provides alternative means for user to succeed using technology while repairs are being made.		GE 1441 Using Printer Logic, GE 2441 Repairing Printers
	5 Peripheral Repair Support	Does not attempt to repair peripheral devices.	Routinely experiences difficulty when attempting to repair peripheral devices, resulting in additional staff assisting.	Troubleshoots, replaces, and installs peripheral devices.	Verifies all peripheral components are in working order.	Provides training on the efficient use of peripherals if needed for staff members.		GE 1453 Supporting the Raptorware System and Components, GE 1454 Supporting Food Service Equipment Repairs, GE 1455

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5. INNOVATION and ACCOUNTABILITY	The technician utilizes district-provided tools and supplies for everyday duties and communications. The technician adheres to all district processes and procedures. Attendance at Technology called meetings is mandatory. If the technician is unable to attend a meeting, they should contact the meeting organizer. The technician's area is kept neat and organized. If responsible for maintaining a budget, the technician understands their budget and on-hand supply quantity. The technician seeks to continuously grow within customer service and technology.							
	0 Support Time Documentation	Monthly average of accountable time is between 0 and 1 hour and 59 minutes daily	Monthly average of accountable time is between 2 hours and 3 hours and 59 minutes daily or more than 8 hours	Monthly average of accountable time is between 5 hours and 6 hours daily	Monthly average of accountable time is between 6 hours and 7 hours daily	Monthly average of accountable time is between 7 hours and 8 hours daily	Daily review of time worked. Monthly reports will be provided electronically to each technician.	
	1 Email Response and Support	Does not respond to e-mail.	Consistently tardy in responding to e-mail.	Remains up-to-date with e-mail communications.	Very prompt in returning e-mails that require immediate attention.	E-mails are always written in a professional manner, free from grammatical and spelling errors.		
	2 Mobile Device Utilization	Does not use mobile device for efficient customer service.	Only uses the mobile device occasionally.	Utilizes mobile device efficiently.	Uses mobile device for more than just e-mail, service requests, and inventory management. Successfully utilized for activities such as wireless verification.	Unable to function without the mobile device. It is in continual use, for multiple processes. It has become a vital device rather than an additional tool.		GE 1521 Using Your Mobile Device - UC
	3 Knowledge of Procedures and Processes	Ignores processes and procedures.	Inadvertently violates processes or procedures because they were never read.	Adheres to all processes and procedures.	Works to improve own processes to increase personal efficiency.	Shares proven processes that improve efficiency for entire department.	Current Certifications:	GE 1531 Understanding Technician Processes and Procedures - UC
	4 Meeting Attendance	Does not attend meetings and does not	Misses some meetings without notice.	Attends meetings or communicates issues if	Attends every meeting.	Attends every meeting and participates	Possible Meetings: ___ Attended Meetings:	
	5 Work Area Maintenance	Work areas are overrun with mess.	Work areas are in a state where technician can find things but no one else can.	Keeps work areas clean.	Ensures campus labs are kept neat and orderly. Partners with staff members to train students in the efficient upkeep of shared work areas.	Ensures staff and students know how to enter service requests and know procedural steps to self diagnose common issues. Staff is knowledgeable with how to setup a		
	6 Supply Provisioning - Secondary campuses only	Never orders supplies on time.	Runs out of supplies often due to neglect in ordering supplies.	Orders supplies in a timely manner.	Always stocked with vital supplies.	Is able to consistently be stocked in vital supplies all year long without going over budget or ever being out of stock.		
	7 Training Attendance	Technician does not attend training.	Technician attends at least 3 trainings, but does not utilize learned skills.	Lifelong learner - attends all applicable training sessions. All trainings marked as mandatory are attended.	Rarely seeks higher level support due to having sufficient knowledge gained	Able to use skills learned in trainings to complete job expectations without seeking higher level support.	Possible Trainings: ___ Attended Trainings:	GE 1571 Using One Drive, GE 1572 Using One Note, GE 1573 Using Outlook
	8 Certifications and Advanced Degrees	Not applicable	Not applicable	Not applicable	Obtains an applicable associate's degree or an A+ Certification	Obtains an applicable bachelor's degree or additional applicable certifications to their A+ Certification		
9 Emergency Directives	Refuses to assist with emergency directives.	Requires assistance to complete emergency directives.	Completes emergency directives by due date.	Completes emergency directives within 48 hours of notification and assists at	Completes emergency directives within 24 hours of notification and assists at			
6. INVENTORY SUPPORT	Inventory is correct, up to date, and kept current with room moves and changes. Inventory Milestones regarding beginning of the year review, yearly audits, and year end completions are completed independently in a timely fashion.							
	0 Preventative Maintenance	PAR reports are not completed.	One PAR report is completed.	PAR process is completed monthly.	PAR process is completed twice a month.	PAR process is completed weekly.	PAR process completion - Room Inventory Review	
	1 Inventory milestone completion	Requires assistance to complete by the date set forth by the Technology Services.	Technician independently completes inventory, but does not return results by the specified date.	Technician independently completes inventory and meets each completion date of all milestones.	Technician independently completes inventory and submits at least one week prior to the specified deadline.	Technician independently completes inventory and submits at least two weeks prior to the specified deadline.		GE 1601 Managing the Inventory Process
	2 Inventory Equipment Entry	Requires assistance to add new assets and does not monitor to ensure they are	New assets are not entered correctly into the system.	Monitors and is aware of new assets.	Items entered, identified correctly, and in the correct location, within one week.	Items entered, identified correctly, and in the correct location, within one day of receiving.		
	3 Inventory Maintenance	Requires assistance to maintain inventory.	Unable to keep inventory up to date.	Maintains inventory equipment.	Inventory is updated monthly	Inventory is updated weekly.		
4 Transfer Acknowledgements Completion	Communication is not made with affected staff members regarding potential equipment moves and completed changes. Does not complete pending transfers.	Poor communication is made with affected staff members regarding potential equipment moves and completed changes. Yearly results between 9 and 15 pending transfers.	Good communication is made with affected staff members regarding potential equipment moves and completed changes. Yearly results between 5 and 8 pending transfers.	Good communication is made with affected staff members regarding potential equipment moves and completed changes. Yearly results between 1 and 4 pending transfers.	Excellent communication is made with affected staff members regarding potential equipment moves and completed changes. Yearly results in no pending transfers.			

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7. SERVICE REQUEST SUPPORT	The Technician adheres to the Service Level Agreement (SLA). The technician correctly documents all applicable information in order to successfully address the service requests in accordance with the SLA. The technician appropriately assigns service requests in accordance with the SLA.							
	1 Documentation	Less than 6/10 (60%) tickets pulled have complete documentation by	7/10 (70%) tickets pulled have complete documentation by	8/10 (80%) tickets pulled have complete documentation by	9/10 (90%) tickets pulled have complete documentation by	10/10 (100%) tickets pulled have complete documentation by	Number of Service Requests Closed:	GE 1701 Utilizing iSupport - UC
	2 SLA Assignment Awareness	Consistently assigns service requests after SLA has expired.	Consistently assigns service requests within the last day of the SLA.	Assigns service requests in accordance with the SLA.	Assigns and or addresses service requests within one day of receipt.	Assigns and or addresses service request within 4 hours of receipt.		
	3 SLA Adherence	Less than 80% of tickets are addressed within SLA.	80%-89% of tickets are addressed within SLA.	90%-92% of tickets are addressed within SLA.	93%-95% of tickets are addressed within SLA.	Greater than 95% of tickets are addressed within SLA.	Average Routed Statistic Time:	
8. SOFTWARE SUPPORT	The technician is able to troubleshoot errors within the operating systems and district approved software. The technician is capable of reimaging all devices. The technician is able to install drivers, approved software, and bundles provided via the network. The technician is able to successfully address and troubleshoot the district's distribution management system.							
	1 Software Problem Evaluation	Unable to identify software problems.	Routinely experiences difficulty when attempting to resolve software problems resulting in additional staff assisting.	Identifies and resolves software problems as trained.	Verifies software is working appropriately.	Consistently and constructively shares troubleshooting steps with neighboring technicians.		GE 1801 Troubleshooting Software - Beginning with the Basics - UC
	2 Computer Imaging procedures	Does not know how to image desktops and laptops.	Routinely experiences difficulty when attempting to image desktop and laptop computers resulting in additional staff assisting.	Images desktops and laptops successfully.	Proactively images desktops and laptops in order to keep software up to date. This can include removing profiles to reduce the login time.	Consistently and constructively assists others experiencing issues when imaging desktop and laptop computers.		
	3 Mobile Device Imaging	Does not know how to image mobile devices.	Routinely experiences difficulty when attempting to image mobile devices resulting in additional staff assisting.	Images mobile devices successfully.	Proactively addresses the needs of mobile devices to ensure efficient use.	Consistently and constructively assists others experiencing issues when imaging mobile devices.		
	4 Driver Installation	Does not know how to install drivers.	Routinely experiences difficulty when attempting to install drivers resulting in additional staff assisting.	Installs drivers successfully.	Proactively keeps drivers up to date in accordance to district standards and recommendations.	Consistently and constructively assists others experiencing issues when installing drivers.		
	5 Software Installation	Does not know how to install software.	Routinely experiences difficulty when attempting to repair a desktop computer, resulting in additional staff assisting.	Installs software successfully.	Proactively installs software when made aware of the need by Technology Services staff. Does not wait on customer to express a need.	Consistently and constructively assists others experiencing issues when installing software.		Windows Certification Class
	6 Ivanti Catalog Maintenance	Does not know how to run bundles.	Routinely experiences difficulty when attempting to run bundles resulting in additional staff assisting.	Loads bundles successfully.	Trains campus staff on the bundle process, so that staff members can utilize the appropriate software for their content.	Consistently and constructively assists others experiencing issues when loading bundles.		LANDESK 2 Certification Class
	7 Ivanti Catalog Delivery Knowledge	Unable to troubleshoot bundle delivery system.	Routinely experiences difficulty when attempting to troubleshoot the bundle delivery system resulting in additional staff assisting.	Troubleshoots bundle delivery system successfully.	Trains campus staff to update their bundle delivery system and how to become independent technology users.	Consistently and constructively assists others experiencing issues with the bundle delivery process.		GE 1871 Using LAN Desk - UC