

Hardware Support

Technology Services Great 8 Expectations

Description: 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

Clearly Outstanding Performance: Provides alternative means for user to succeed using technology while repairs are being made.

Exceeds Expectations Performance: Verifies all computer components are in working order.

Meets Expectations Performance: Repairs components within computer.

Needs Improvement Performance: Routinely experiences difficulty when attempting to repair a computer, resulting in additional staff assisting.

Unsatisfactory Performance: Does not attempt to repair a computer.

4 Printer Repair Support

Clearly Outstanding Performance: Provides alternative means for user to succeed using technology while repairs are being made.

Exceeds Expectations Performance: Verifies all printer components are in working order.

Meets Expectations Performance: Repairs components within printer and resets all counters on network printer after replacing applicable components.

Needs Improvement Performance: Routinely experiences difficulty when attempting to repair a printer, resulting in additional staff assisting.

Unsatisfactory Performance: Does not attempt to repair a printer.

5 Peripheral Repair Support

Clearly Outstanding Performance: Provides training on the efficient use of peripherals if needed for staff members.

Exceeds Expectations Performance: Verifies all peripheral components are in working order.

Meets Expectations Performance: Troubleshoots, replaces, and installs peripheral devices.

Needs Improvement Performance: Routinely experiences difficulty when attempting to repair peripheral devices, resulting in additional staff assisting.

Unsatisfactory Performance: Does not attempt to repair peripheral devices.