

# Innovation and Accountability

## Technology Services Great 8 Expectations

**Description:** 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

**Clearly Outstanding Performance:** Monthly average of accountable time is between 7 hours and 8 hours daily.

**Exceeds Expectations Performance:** Monthly average of accountable time is between 6 hours and 7 hours daily.

**Meets Expectations Performance:** Monthly average of accountable time is between 5 hours and 6 hours daily.

**Needs Improvement Performance:** Monthly average of accountable time is between 2 hours and 3 hours and 59 minutes daily or more than 8 hours.

**Unsatisfactory Performance:** Monthly average of accountable time is between 0 and 1 hour and 59 minutes daily.

### 1 Email Response and Support

**Clearly Outstanding Performance:** E-mails are always written in a professional manner, free from grammatical and spelling errors.

**Exceeds Expectations Performance:** Very prompt in returning e-mails that require immediate attention.

**Meets Expectations Performance:** Remains up-to-date with e-mail communications.

**Needs Improvement Performance:** Consistently tardy in responding to e-mail.

**Unsatisfactory Performance:** Does not respond to e-mail.

### 2 Mobile Device Utilization

**Clearly Outstanding Performance:** 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.

**Exceeds Expectations Performance:** Uses mobile device for more than just e-mail, service requests, and inventory management. Successfully utilized for activities such as wireless verification, map storage, and troubleshooting.

**Meets Expectations Performance:** Utilizes mobile device efficiently.

**Needs Improvement Performance:** Only uses the mobile device occasionally.

**Unsatisfactory Performance:** Does not use mobile device for efficient customer service.

### 3 Knowledge of Procedures and Processes

**Clearly Outstanding Performance:** Shares proven processes that improve efficiency for entire department.

**Exceeds Expectations Performance:** Works to improve own processes to increase personal efficiency.

**Meets Expectations Performance:** Adheres to all processes and procedures.

**Needs Improvement Performance:** Inadvertently violates processes or procedures because they were never read.

**Unsatisfactory Performance:** Ignores processes and procedures.

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### 4 Meeting Attendance

**Clearly Outstanding Performance:** Attends every meeting and participates constructively during each.

**Exceeds Expectations Performance:** Attends every meeting.

**Meets Expectations Performance:** Attends meetings or communicates issues if unable to attend.

**Needs Improvement Performance:** Misses some meetings without notice.

**Unsatisfactory Performance:** Does not attend meetings and does not communicate the absences.

### 5 Work Area Maintenance

**Clearly Outstanding Performance:** 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 presentation, utilize a lab or cart independently if needed.

**Exceeds Expectations Performance:** Ensures campus labs are kept neat and orderly. Partners with staff members to train students in the efficient upkeep of shared work areas.

**Meets Expectations Performance:** Keeps work areas clean.

**Needs Improvement Performance:** Work areas are in a state where technician can find things but no one else can.

**Unsatisfactory Performance:** Work areas are overrun with mess.

### 6 Supply Provisioning - Secondary campuses only

**Clearly Outstanding Performance:** Is able to consistently be stocked in vital supplies all year long without going over budget or ever being out of stock.

**Exceeds Expectations Performance:** Always stocked with vital supplies.

**Meets Expectations Performance:** Orders supplies in a timely manner.

**Needs Improvement Performance:** Runs out of supplies often due to neglect in ordering supplies.

**Unsatisfactory Performance:** Never orders supplies on time.

### 7 Training Attendance

**Clearly Outstanding Performance:** Able to use skills learned in trainings to complete job expectations without seeking higher level support.

**Exceeds Expectations Performance:** Rarely seeks higher level support due to having sufficient knowledge gained from the trainings attended.

**Meets Expectations Performance:** Lifelong learner - attends all applicable training sessions. All trainings marked as mandatory are attended.

**Needs Improvement Performance:** Technician attends at least 3 trainings, but does not utilize learned skills.

**Unsatisfactory Performance:** Technician does not attend training.

### 8 Certifications and Advanced Degrees

**Clearly Outstanding Performance:** Obtains an applicable bachelor's degree or additional applicable certifications to their A+ Certification.

**Exceeds Expectations Performance:** Obtains an applicable associate's degree or an A+ Certification.

### 9 Emergency Directives

**Clearly Outstanding Performance:** Completes emergency directives within 24 hours of notification and assists at additional locations.

**Exceeds Expectations Performance:** Completes emergency directives within 48 hours of notification and assists at additional locations.

**Meets Expectations Performance:** Completes emergency directives by due date.

**Needs Improvement Performance:** Requires assistance to complete emergency directives.

**Unsatisfactory Performance:** Refuses to assist with emergency directives.