

Software Support

Technology Services Great 8 Expectations

Description: 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

Clearly Outstanding Performance: Consistently and constructively shares troubleshooting steps with neighboring technicians.

Exceeds Expectations Performance: Verifies software is working appropriately.

Meets Expectations Performance: Identifies and resolves software problems as trained.

Needs Improvement Performance: Routinely experiences difficulty when attempting to resolve software problems resulting in additional staff assisting.

Unsatisfactory Performance: Unable to identify software problems.

2 Computer Imaging procedures

Clearly Outstanding Performance: Consistently and constructively assists others experiencing issues when imaging desktop and laptop computers.

Exceeds Expectations Performance: Proactively images desktops and laptops in order to keep software up to date. This can include removing profiles to reduce the login time.

Meets Expectations Performance: Images desktops and laptops successfully.

Needs Improvement Performance: Routinely experiences difficulty when attempting to image desktop and laptop computers resulting in additional staff assisting.

Unsatisfactory Performance: Does not know how to image desktops and laptops.

3 Mobile Device Imaging

Clearly Outstanding Performance: Consistently and constructively assists others experiencing issues when imaging mobile devices.

Exceeds Expectations Performance: Proactively addresses the needs of mobile devices to ensure efficient use.

Meets Expectations Performance: Images mobile devices successfully.

Needs Improvement Performance: Routinely experiences difficulty when attempting to image mobile devices resulting in additional staff assisting.

Unsatisfactory Performance: Does not know how to image mobile devices.

4 Driver Installation

Clearly Outstanding Performance: Consistently and constructively assists others experiencing issues when installing drivers.

Exceeds Expectations Performance: Proactively keeps drivers up to date in accordance to district standards and recommendations.

Meets Expectations Performance: Installs drivers successfully.

Needs Improvement Performance: Routinely experiences difficulty when attempting to install drivers resulting in additional staff assisting.

Unsatisfactory Performance: Does not know how to install drivers.

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5 Software Installation

Clearly Outstanding Performance: Consistently and constructively assists others experiencing issues when installing software.

Exceeds Expectations Performance: Proactively installs software when made aware of the need by Technology Services staff. Does not wait on customer to express a need.

Meets Expectations Performance: Installs software successfully.

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

Unsatisfactory Performance: Does not know how to install software.

6 Ivanti Catalog Maintenance

Clearly Outstanding Performance: Consistently and constructively assists others experiencing issues when loading bundles.

Exceeds Expectations Performance: Trains campus staff on the bundle process, so that staff members can utilize the appropriate software for their content.

Meets Expectations Performance: Loads bundles successfully.

Needs Improvement Performance: Routinely experiences difficulty when attempting to run bundles resulting in additional staff assisting.

Unsatisfactory Performance: Does not know how to run bundles.

7 Ivanti Catalog Delivery Knowledge

Clearly Outstanding Performance: Consistently and constructively assists others experiencing issues with the bundle delivery process.

Exceeds Expectations Performance: Trains campus staff to update their bundle delivery system and how to become independent technology users.

Meets Expectations Performance: Troubleshoots bundle delivery system successfully.

Needs Improvement Performance: Routinely experiences difficulty when attempting to troubleshoot the bundle delivery system resulting in additional staff assisting.

Unsatisfactory Performance: Unable to troubleshoot bundle delivery system.