

Clearly Outstanding Technician Performance

Technology Services Great 8 Expectations

1. CAMPUS NETWORK SUPPORT

Description: 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 process is completed weekly.

1 Telephony Support - Proactively addresses potential telephony issues.

2 Network Support - Proactively addresses network connectivity issues.

3 Closet Maintenance - Performs monthly walk-throughs of every closet and keeps documentation with pictures to show the results of those walk-throughs.

4 Network Equipment Awareness - Complete and thorough history of network issues can be provided for the current school year.

5 Support and Documentation - 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

Description: 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 process is completed weekly January - March.

1 Coordinator Contact - Contacts and maintains open communication with the campus testing coordinator beginning at least one month.

2 Testing and preparation - Everything has been tested, all equipment is logged in, and waiting at the testing site before students arrive for testing.

3 Environment Preparation - Safety and technical concerns have been addressed in coordination with the Testing Coordinator and successfully implemented.

4 Presence - Able to support testing and monitor campus service requests at the same time.

5 Completion and Documentation - Information has been provided that showcases the successful testing session.

6 Yearly Certification Completion - Completes yearly certification update on scheduled date.

3. ENGAGEMENT AND SUPPORT

Description: 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 process is completed weekly.

1 Additional Comment Response - Receives at least 5 additional commendations each month through Excellence in Action from campus.

2 Survey Return Percentage - 96%-100% of returned surveys are positive.

3 Building Knowledge of Technician - At least 4 personnel can share positive interaction experience about technician.

4 Technician Knowledge of Building - Technician can share at least 4 positive interaction experiences with identified personnel.

5 Post Resolution Discussion Frequency - PRDs occur on a daily basis with at least 90% of customers.

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4. HARDWARE SUPPORT

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 - Provides alternative means for user to succeed using technology while repairs are being made.

4 Printer Repair Support - Provides alternative means for user to succeed using technology while repairs are being made.

5 Peripheral Repair Support - Provides training on the efficient use of peripherals if needed for staff members.

5. INNOVATION and ACCOUNTABILITY

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 - Monthly average of accountable time is between 7 hours and 8 hours daily.

1 Email Response and Support - E-mails are always written in a professional manner, free from grammatical and spelling errors.

2 Mobile Device Utilization - 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.

3 Knowledge of Procedures and Processes - Shares proven processes that improve efficiency for entire department.

4 Meeting Attendance - Attends every meeting and participates constructively during each.

5 Work Area Maintenance - 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.

6 Supply Provisioning - Secondary campuses only - 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 - Able to use skills learned in trainings to complete job expectations without seeking higher level support.

8 Certifications and Advanced Degrees - Obtains an applicable bachelor's degree or additional applicable certifications to their A+ Certification.

9 Emergency Directives - Completes emergency directives within 24 hours of notification and assists at additional locations.

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6. INVENTORY SUPPORT

Description: 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 process is completed weekly.

1 Inventory milestone completion - Technician independently completes inventory and submits at least two weeks prior to the specified deadline.

2 Inventory Equipment Entry - Items entered, identified correctly, and in the correct location, within one day of receiving.

3 Inventory Maintenance - Inventory is updated weekly.

4 Transfer Acknowledgements Completion - Excellent communication is made with affected staff members regarding potential equipment moves and completed changes. Yearly results in no pending transfers.

7. SERVICE REQUEST SUPPORT

Description: 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 Review - 10/10 (100%) tickets pulled have complete documentation by technician.

2 SLA Assignment Awareness - Assigns and or addresses service request within 4 hours of receipt.

3 SLA Adherence - Greater than 95% of tickets are addressed within SLA.

8. SOFTWARE SUPPORT

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 - Consistently and constructively shares troubleshooting steps with neighboring technicians.

2 Computer Imaging procedures - Consistently and constructively assists others experiencing issues when imaging desktop and laptop computers.

3 Mobile Device Imaging - Consistently and constructively assists others experiencing issues when imaging mobile devices.

4 Driver Installation - Consistently and constructively assists others experiencing issues when installing drivers.

5 Software Installation - Consistently and constructively assists others experiencing issues when installing software.

6 Ivanti Catalog Maintenance - Consistently and constructively assists others experiencing issues when loading bundles.

7 Ivanti Catalog Delivery Knowledge - Consistently and constructively assists others experiencing issues with the bundle delivery process.