

Technology Services Great 8 Expectations Exceeds Expectations Technician Performance

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 twice a month.

1 Telephony Support - Determines the root cause of the telephony issue within minutes of entering the room.

2 Network Support - Determines the root cause of the network connectivity issue ten minutes of entering the room.

3 Closet Maintenance - 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.

4 Network Equipment Awareness - 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.

5 Support and Documentation - 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.

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 twice a month January - March.

1 Coordinator Contact - Contacts and maintains open communication with the campus testing coordinator three weeks before testing.

2 Testing and preparation - All preparations have been documented and shared with the Testing Administrator to enable the equipment to be easily gathered and distributed.

3 Environment Preparation - Equipment is set up around a design that keeps students and staff from accidentally powering something off or tripping.

4 Presence - Assigned campuses are appropriately supported while assigned Technician is supporting the testing initiative without additional assistance from other Technicians.

5 Completion and Documentation - Testing is complete and successful. Additional documentation is not provided.

6 Yearly Certification Completion - Not applicable.

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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 twice a month.
- 1 Additional Comment Response** - Receives at least 2 additional commendations each month through Excellence in Action from campus.
- 2 Survey Return Percentage** - 91%-95% of returned surveys are positive.
- 3 Building Knowledge of Technician** - At least 2 personnel can share positive interaction experience about technician.
- 4 Technician Knowledge of Building** - Technician can share at least 2 positive interaction experiences with identified personnel.
- 5 Post Resolution Discussion Frequency** - PRDs occur quite frequently with at least 50% of customers.

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** - Verifies all computer components are in working order.
- 4 Printer Repair Support** - Verifies all printer components are in working order.
- 5 Peripheral Repair Support** - Verifies all peripheral components are in working order.

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 6 hours and 7 hours daily.
- 1 Email Response and Support** - Very prompt in returning e-mails that require immediate attention.
- 2 Mobile Device Utilization** - 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.
- 3 Knowledge of Procedures and Processes** - Works to improve own processes to increase personal efficiency.
- 4 Meeting Attendance** - Attends every meeting.
- 5 Work Area Maintenance** - Ensures campus labs are kept neat and orderly. Partners with staff members to train students in the efficient upkeep of shared work areas.
- 6 Supply Provisioning - Secondary campuses only** - Always stocked with vital supplies.
- 7 Training Attendance** - Rarely seeks higher level support due to having sufficient knowledge gained from the trainings attended.
- 8 Certifications and Advanced Degrees** - Obtains an applicable associate's degree or an A+ Certification.
- 9 Emergency Directives** - Completes emergency directives within 48 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 twice a month.

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

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

3 Inventory Maintenance - Inventory is updated monthly

4 Transfer Acknowledgements Completion - Good communication is made with affected staff members regarding potential equipment moves and completed changes. Yearly results between 1 and 4 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 - 9/10 (90%) tickets pulled have complete documentation by technician.

2 SLA Assignment Awareness - Assigns and or addresses service requests within one day of receipt.

3 SLA Adherence - 93%-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 - Verifies software is working appropriately.

2 Computer Imaging procedures - Proactively images desktops and laptops in order to keep software up to date. This can include removing profiles to reduce the login time.

3 Mobile Device Imaging - Proactively addresses the needs of mobile devices to ensure efficient use.

4 Driver Installation - Proactively keeps drivers up to date in accordance to district standards and recommendations.

5 Software Installation - Proactively installs software when made aware of the need by Technology Services staff. Does not wait on customer to express a need.

6 Ivanti Catalog Maintenance - Trains campus staff on the bundle process, so that staff members can utilize the appropriate software for their content.

7 Ivanti Catalog Delivery Knowledge - Trains campus staff to update their bundle delivery system and how to become independent technology users.