

Meets Expectations 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 monthly.
- 1 Telephony Support** - Determines items affecting telephony connectivity.
- 2 Network Support** - Determines items affecting network connectivity.
- 3 Closet Maintenance** - Keeps closets organized and free from clutter.
- 4 Network Equipment Awareness** - Locates MDF and IDF closets.
- 5 Support and Documentation** - Locates wireless access points.

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 monthly January - March.
- 1 Coordinator Contact** - Contacts and maintains open communication with the campus testing coordinator two weeks before testing.
- 2 Testing and preparation** - Prepares and tests software and hardware prior to first day of testing. Includes at least five spare pieces of equipment that have also been tested in the event of a hardware or software malfunction on another device.
- 3 Environment Preparation** - Testing environment is well organized and free of clutter.
- 4 Presence** - Supports technology resources in use during testing days.
- 5 Completion and Documentation** - Validates the testing day is technologically successful.
- 6 Yearly Certification Completion** - Requires alternative date to complete certification.

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 monthly.
- 1 Additional Comment Response** - Communicates with customers professionally and appropriately.
- 2 Survey Return Percentage** - 90% of returned surveys are positive.
- 3 Building Knowledge of Technician** - Key personnel know the technician.
- 4 Technician Knowledge of Building** - Knows the key personnel at assigned campus(es).
- 5 Post Resolution Discussion Frequency** - Post-resolution discussions (PRDs) are generally common with 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 - Repairs components within computer.

4 Printer Repair Support - Repairs components within printer and resets all counters on network printer after replacing applicable components.

5 Peripheral Repair Support - Troubleshoots, replaces, and installs peripheral devices.

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 5 hours and 6 hours daily.

1 Email Response and Support - Remains up-to-date with e-mail communications.

2 Mobile Device Utilization - Utilizes mobile device efficiently.

3 Knowledge of Procedures and Processes - Adheres to all processes and procedures.

4 Meeting Attendance - Attends meetings or communicates issues if unable to attend.

5 Work Area Maintenance - Keeps work areas clean.

6 Supply Provisioning - Secondary campuses only - Orders supplies in a timely manner.

7 Training Attendance - Lifelong learner - attends all applicable training sessions. All trainings marked as mandatory are attended.

8 Certifications and Advanced Degrees - Not applicable

9 Emergency Directives - Completes emergency directives by due date.

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 monthly.

1 Inventory milestone completion - Technician independently completes inventory and meets each completion date of all milestones.

2 Inventory Equipment Entry - Monitors and is aware of new assets.

3 Inventory Maintenance - Maintains inventory equipment.

4 Transfer Acknowledgements Completion - Good communication is made with affected staff members regarding potential equipment moves and completed changes. Yearly results between 5 and 8 pending transfers.

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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** - 8/10 (80%) tickets pulled have complete documentation by technician.
- 2 SLA Assignment Awareness** - Assigns service requests in accordance with the SLA.
- 3 SLA Adherence** - 90%-92% 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** - Identifies and resolves software problems as trained.
- 2 Computer Imaging procedures** - Images desktops and laptops successfully.
- 3 Mobile Device Imaging** - Images mobile devices successfully.
- 4 Driver Installation** - Installs drivers successfully.
- 5 Software Installation** - Installs software successfully.
- 6 Ivanti Catalog Maintenance** - Loads bundles successfully.
- 7 Ivanti Catalog Delivery Knowledge** - Troubleshoots bundle delivery system successfully.