

## APPRAISAL STANDARDS – Technology Support Technician

Area of Evaluation	Criteria for Evaluation	Standard
<b>I. Professional &amp; Technical Competencies</b>		
<b>A. Job Knowledge &amp; Technical Skills</b>	<ol style="list-style-type: none"> <li>1. Follows policies and procedures.</li> <li>2. Attends monthly training and meetings held by the Technology Field Solutions Group.</li> <li>3. Has working knowledge of training manuals.</li> <li>4. Performs Network Administrator duties within the building.</li> <li>5. Performs basic troubles shooting within the building</li> <li>6. Effectively models use of software for teachers and students.</li> <li>7. Demonstrates knowledge of all software within the building.</li> </ol>	<ul style="list-style-type: none"> <li>• Follows AACPS Policies and Procedures and Division Memoranda and Regulations.</li> <li>• Attends all mandatory meetings and training sessions to gain and improve technical skills and software knowledge.</li> <li>• Reads training handouts and manuals and has working knowledge of materials.</li> <li>• Attends Network Administrator training and effectively manages network.</li> <li>• Provides assistance to teacher with lab or classroom computers when requested.</li> <li>• Provides software demonstrations and tips to teachers that need assistance.</li> </ul>
<b>B. Communications Skills</b>	<ol style="list-style-type: none"> <li>1. Effectively communicates with faculty, staff, resource teacher, analyst, students, and parents.</li> <li>2. Informs faculty, staff and administration of any computer related information received from Technology Field Solutions Group.</li> </ol>	<ul style="list-style-type: none"> <li>• Establishes an open line of communication with faculty, staff, students, resource teachers, analyst, and parents concerning any necessary information regarding the technology in the building.</li> </ul>
<b>C. Quality of Work</b>	<ol style="list-style-type: none"> <li>1. Checks that all necessary computers and peripherals are ready and in working order.</li> <li>2. Supports teachers and students Technical needs</li> </ol>	<ul style="list-style-type: none"> <li>• Check computers for proper operation throughout the building</li> <li>• Sets up computers and peripherals for staff use.</li> </ul>
<b>D. Resourcefulness</b>	<ol style="list-style-type: none"> <li>1. Follows tasks through to completion.</li> <li>2. Implements necessary changes to improve conditions for the lab and classroom computers.</li> </ol>	<ul style="list-style-type: none"> <li>• Completes assigned tasks effectively.</li> <li>• Makes independent decisions, which result in effective outcomes.</li> <li>• Seeks to change and improve conditions with positive suggestions</li> </ul>
<b>E. Lab Readiness</b>	<ol style="list-style-type: none"> <li>1. Computer lab and other computers and peripherals in building are in good working order.</li> <li>2. Software is organized and available.</li> <li>3. LAN &amp; WAN connections are set up.</li> <li>4. Lab is set up for each class, with necessary software and hardware.</li> </ol>	<ul style="list-style-type: none"> <li>• Checks equipment to insure proper working condition.</li> <li>• Loads licensed software and verifies it is working properly.</li> <li>• Monitors network to insure connections are working.</li> </ul>
<b>F. Lab Organization &amp; Management</b>	<ol style="list-style-type: none"> <li>1. Lab is organized and welcoming.</li> <li>2. Binders are set up with all necessary information.</li> <li>3. Software present and organized.</li> </ol>	<ul style="list-style-type: none"> <li>• Creates an organized environment, which stimulates enthusiasm and provides a positive learning environment.</li> <li>• Organizes binders with all assigned IP addresses, software license and purchase orders.</li> <li>• Organizes software in an accessible area.</li> </ul>

## APPRAISAL STANDARDS – Instructional Technology Support Technician

<b>II. Interpersonal</b>		
<b>A. Relations with Administrators, Supervisors, and Teachers</b> <b>B. Relationship with Co-workers</b> <b>C. Relationship with Parents &amp; Public</b> <b>D. Relationship with Students</b>	<ol style="list-style-type: none"> <li>1. Communicates effectively with co-workers and supervisor.</li> <li>2. Interacts courteously and diplomatically with all students and school staff.</li> <li>3. Communicates with parents and public when necessary.</li> <li>4. Interacts courteously and diplomatically with students.</li> </ol>	<ul style="list-style-type: none"> <li>• Maintains polite, courteous rapport with students, faculty, staff, coworkers and superiors.</li> <li>• Accepts changes in responsibility willingly</li> <li>• Incorporates new goals and ideas in the lab.</li> <li>• Communicates computer lab rules with students and faculty.</li> <li>• Informs school faculty &amp; staff and students of necessary lab related information.</li> <li>• Reads and demonstrates an understanding of all directions given in writing. Actively listens and takes action on all verbal directions.</li> </ul>
<b>III. Personal Management Competencies</b>		
<b>A. Dependability</b>	<ol style="list-style-type: none"> <li>1. Demonstrates dependability and reliability</li> </ol>	<ul style="list-style-type: none"> <li>• Completes assigned tasks in a timely manner. Requires minimal follow-up by Field Solutions team leader or School Administrator.</li> </ul>
<b>B. Flexibility</b>	<ol style="list-style-type: none"> <li>1. Demonstrates ability and reliability</li> </ol>	<ul style="list-style-type: none"> <li>• Makes every effort to be flexible with schedule and new tasks as unexpected changes occur.</li> </ul>
<b>C. Organization</b>	<ol style="list-style-type: none"> <li>1. Demonstrates ability to plan and organize work in an efficient, effective and productive manner.</li> </ol>	<ul style="list-style-type: none"> <li>• Creates an organized environment in the lab, which stimulates enthusiasm and provides easy access to instructional materials, binders, software and license.</li> </ul>
<b>D. Initiative</b>	<ol style="list-style-type: none"> <li>1. Demonstrates initiative</li> </ol>	<ul style="list-style-type: none"> <li>• Expresses the willingness to spend the time and effort necessary to improve.</li> <li>• Seeks to change and improve procedures with positive suggestions.</li> </ul>
<b>E. Attendance</b> <b>F. Punctuality</b>	<ol style="list-style-type: none"> <li>1. Arrives at work on time</li> <li>2. Begins work immediately.</li> </ol>	<ul style="list-style-type: none"> <li>• Refer to Employee Information Handbook “Reporting of Hours Worked.”</li> </ul>