

APPRAISAL STANDARDS – Technology Support Technician

Evaluated by Field Support Office

Area of Evaluation	Criteria for Evaluation	Standard
A. Professional & Technical Competencies		
I. Job Knowledge & Technical Skills	<ol style="list-style-type: none"> 1. Follows policies and procedures. 2. Has working knowledge of training manuals. 3. Performs Network Administrator duties within the building. 4. Performs basic troubleshooting within the building 5. Effectively models use of software for teachers and students. 6. Demonstrates knowledge of all software within the building. 	<ul style="list-style-type: none"> • Follows AACPS Policies and Procedures and Division Memoranda and Regulations. • Reads training handouts and manuals and has working knowledge of materials. • Attends Network Administrator training and effectively manages network. • Provides assistance to staff in using technology equipment when requested. • Provides software demonstrations and tips to.
II. Communications Skills	<ol style="list-style-type: none"> 1. Effectively communicates with faculty, staff, resource teachers, analysts, students, and parents. 2. Informs faculty, staff and administration of any computer related information received from Technology Field Solutions Group. 	<ul style="list-style-type: none"> • Establishes an open line of communication with faculty, staff, students, resource teachers, analysts, and parents concerning any necessary information regarding the technology in the building.
III. Quality of Work	<ol style="list-style-type: none"> 1. Checks that all necessary computers and peripherals operational. 	<ul style="list-style-type: none"> • Check computers for proper operation throughout the building • Sets up computers and peripherals for school use.
IV. Resourcefulness	<ol style="list-style-type: none"> 1. Follows tasks through to completion. 2. Effectively manages time to accomplish tasks. 3. Troubleshoots problems and shares the results with Field Solutions Group Leaders. 	<ul style="list-style-type: none"> • Completes assigned tasks effectively. • Makes independent decisions, which result in effective outcomes. • Seeks to improve conditions with positive suggestions.
V. Technology Readiness	<ol style="list-style-type: none"> 1. All computers and peripherals in building are in good working order. 2. Software is organized and available for use. 3. LAN & WAN connections are functioning. 4. Labs are set up for each class, with necessary software and hardware. 	<ul style="list-style-type: none"> • Checks equipment to insure proper working condition. • Loads licensed software and verifies it is working properly. • Monitors network to insure connections are working. • Keeps computers up to date with the latest Service Packs, Plug-ins and Patches.
VI. Technology Organization & Management	<ol style="list-style-type: none"> 1. Computer lab is organized and welcoming. 2. Technology Manual is set up with all necessary information. 3. Software is maintained. 	<ul style="list-style-type: none"> • Creates an organized environment, which provides a positive learning experience. • Organizes manuals with inventory and network information. • Organizes software manuals and licenses.

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Area of Evaluation	Criteria for Evaluation	Standard
B. Interpersonal Competencies		
I. Relationship with Supervisors, and Team Members	1. Communicates effectively with supervisor, team leaders and team members.	<ul style="list-style-type: none"> • Maintains polite, courteous rapport with team members and superiors. • Accepts changes in responsibility willingly. • Reads and demonstrates an understanding of all directions given in writing. Actively listens and takes action on all verbal directions. • Responds to requests for information.
C. Personal Management Competencies		
I. Attendance at Meetings	1. Attends required trainings and meetings held by the Technology Field Solutions Group. 2. Punctuality	<ul style="list-style-type: none"> • Attends all mandatory meetings and training sessions to gain and improve technical skills and application knowledge. • Arrives on time to Field Solutions Group trainings & meetings.
II. Dependability	1. Demonstrates dependability and reliability	<ul style="list-style-type: none"> • Completes assigned tasks in a timely manner. • Requires minimal follow-up by Field Solutions team leader
III. Flexibility	1. Demonstrates flexibility	<ul style="list-style-type: none"> • Makes every effort to be flexible with schedule and new tasks as unexpected changes occur.
IV. Organization	1. Demonstrates ability to plan and organize work in an efficient, effective and productive manner.	<ul style="list-style-type: none"> • Creates an organized environment, which provides easy access to instructional materials, binders, software and licenses.
V. Initiative	1. Demonstrates initiative	<ul style="list-style-type: none"> • Demonstrates willingness to improve. • Seeks to improve procedures with positive suggestions. • Seeks additional opportunities to further technical skills and education.

APPRAISAL STANDARDS – Technology Support Technician

Evaluated by School Administrator

Area of Evaluation	Criteria for Evaluation	Standard
A. Professional & Technical Competencies		
I. Communications Skills	<ol style="list-style-type: none"> 1. Effectively communicates with faculty, staff, resource teachers, analysts, students, and parents. 2. Informs faculty, staff and administration of any computer related information received from Technology Field Solutions Group. 	<ul style="list-style-type: none"> • Establishes an open line of communication with faculty, staff, students, resource teachers, analysts, and parents concerning any necessary information regarding the technology in the building.
II. Quality of Work	<ol style="list-style-type: none"> 1. Checks that all necessary computers and peripherals are ready and in working order. 2. Supports teachers and students technical needs 	<ul style="list-style-type: none"> • Check computers for proper operation throughout the building • Sets up computers and peripherals for school use.
III. Resourcefulness	<ol style="list-style-type: none"> 1. Follows tasks through to completion. 2. Effectively manages time to accomplish tasks. 3. Troubleshoots problems to maximize computer availability. 	<ul style="list-style-type: none"> • Completes assigned tasks effectively. • Makes independent decisions, which result in effective outcomes. • Seeks to improve conditions with positive suggestions.

APPRAISAL STANDARDS –Technology Support Technician

Evaluated by School Administrator

Area of Evaluation	Criteria for Evaluation	Standard
B. Interpersonal Competencies		
I. Relationship with administrators and Staff	1. Communicates effectively with administrators and staff	<ul style="list-style-type: none"> • Maintains polite, courteous rapport with administrators. • Informs school faculty, staff and students of necessary technology related information. • Reads and demonstrates an understanding of all directions given in writing. Actively listens and takes action on all verbal directions.
II. Relationship with Parents and Public	1. Communicates effectively with parents and public	<ul style="list-style-type: none"> • Demonstrates a positive interaction with parents and public.
III. Relationship with students	1. Communicates effectively with students	<ul style="list-style-type: none"> • Demonstrates a positive interaction with students.
C. Personal Management Competencies		
I. Dependability	1. Demonstrates dependability and reliability	<ul style="list-style-type: none"> • Completes assigned tasks in a timely manner. • Requires minimal follow-up by school administrator.
II. Flexibility	1. Demonstrates flexibility	<ul style="list-style-type: none"> • Makes every effort to be flexible with schedule and new tasks as unexpected changes occur.
III. Organization	1. Demonstrates ability to plan and organize work in an efficient, effective and productive manner.	<ul style="list-style-type: none"> • Creates an organized environment, which provides easy access to instructional materials, binders, software and licenses.
IV. Initiative	1. Demonstrates initiative	<ul style="list-style-type: none"> • Demonstrates willingness to improve. • Seeks to improve procedures with positive suggestions. • Seeks additional resources to assist teachers & students in the use of technology.
V. Attendance VI. Punctuality	1. Arrives at work on time 2. Begins work promptly.	<ul style="list-style-type: none"> • Refer to Employee Information Handbook “Reporting of Hours Worked.”