

## APPRAISAL STANDARDS – Technology Support Technician

**Evaluated by Field Support Office**

Area of Evaluation	Criteria for Evaluation	Standard
<b>A. Professional &amp; Technical Competencies</b>		
<b>I. Job Knowledge &amp; Technical Skills</b>	<ol style="list-style-type: none"> <li>1. Follows policies and procedures.</li> <li>2. Has working knowledge of training manuals.</li> <li>3. Performs Network Administrator duties within the building.</li> <li>4. Performs basic troubleshooting within the building</li> <li>5. Effectively models use of software for teachers and students.</li> <li>6. 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>• 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 staff in using technology equipment when requested.</li> <li>• Provides software demonstrations and tips to.</li> </ul>
<b>II. Communications Skills</b>	<ol style="list-style-type: none"> <li>1. Effectively communicates with faculty, staff, resource teachers, analysts, 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, analysts, and parents concerning any necessary information regarding the technology in the building.</li> </ul>
<b>III. Quality of Work</b>	<ol style="list-style-type: none"> <li>1. Checks that all necessary computers and peripherals operational.</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 school use.</li> </ul>
<b>IV. Resourcefulness</b>	<ol style="list-style-type: none"> <li>1. Follows tasks through to completion.</li> <li>2. Effectively manages time to accomplish tasks.</li> <li>3. Troubleshoots problems and shares the results with Field Solutions Group Leaders.</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 improve conditions with positive suggestions.</li> </ul>
<b>V. Technology Readiness</b>	<ol style="list-style-type: none"> <li>1. All computers and peripherals in building are in good working order.</li> <li>2. Software is organized and available for use.</li> <li>3. LAN &amp; WAN connections are functioning.</li> <li>4. Labs are 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> <li>• Keeps computers up to date with the latest Service Packs, Plug-ins and Patches.</li> </ul>
<b>VI. Technology Organization &amp; Management</b>	<ol style="list-style-type: none"> <li>1. Computer lab is organized and welcoming.</li> <li>2. Technology Manual is set up with all necessary information.</li> <li>3. Software is maintained.</li> </ol>	<ul style="list-style-type: none"> <li>• Creates an organized environment, which provides a positive learning experience.</li> <li>• Organizes manuals with inventory and network information.</li> <li>• Organizes software manuals and licenses.</li> </ul>

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### Evaluated by Field Support Office

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

## APPRAISAL STANDARDS – Technology Support Technician

### Evaluated by School Administrator

Area of Evaluation	Criteria for Evaluation	Standard
<b>A. Professional &amp; Technical Competencies</b>		
<b>I. Communications Skills</b>	<ol style="list-style-type: none"> <li>1. Effectively communicates with faculty, staff, resource teachers, analysts, 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, analysts, and parents concerning any necessary information regarding the technology in the building.</li> </ul>
<b>II. 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 school use.</li> </ul>
<b>III. Resourcefulness</b>	<ol style="list-style-type: none"> <li>1. Follows tasks through to completion.</li> <li>2. Effectively manages time to accomplish tasks.</li> <li>3. Troubleshoots problems to maximize computer availability.</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 improve conditions with positive suggestions.</li> </ul>

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### Evaluated by School Administrator

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