

Technology Support Technician Chippewa Falls School District

Domain 1: Planning and Preparation

Element:	Unsatisfactory	Satisfactory	Proficient	Distinguished
Task Completion	Inefficient and undependable in task completion.	Usually completes work according to timelines/directives.	Completes work efficiently and accurately according to timeline/directives provided.	Exceptionally dependable and conscientious in all tasks assigned; finds value-added tasks to do without being assigned.
Task Transitions	Much time is lost transitioning from one task to another.	Task transitions are sometimes inefficient resulting in loss of productive time.	Transitions occur smoothly with little loss of productive time.	Excellent in transitioning from task to task without loss of focus. Able to plan in advance for transition.
Use of Resources	Frequent misuse or wasteful use of available resources.	Some knowledge of and proper use of appropriate resources.	Effectively utilizes available resources for task completion.	Creative and resourceful in using appropriate materials and resources.
Initiative in Planning	Needs direction in project planning. Unable to think through the steps of planning for a project or task.	Given project outline, determines the steps and plans for completion of project.	Effectively initiates plans, steps, and completes tasks with minimal direction.	Generates needs, initiates plans, executes steps in plan. Revises and evaluates plans as needed.
Task Priority	Is unable to prioritize tasks, or set daily agenda. Needs reminders to prioritize tasks.	Regularly prioritizes tasks and sets daily agenda.	Prioritizes tasks for short and long term goals. Determines needs daily and sets priorities for the future.	Efficiently prioritizes tasks for daily, weekly, and monthly responsibilities. Reviews priorities daily,
Organizational Planning	Does not foresee or plan for upcoming organizational needs.	Given a specified organizational need, identifies and completes tasks.	Independently identifies and carries out tasks to meet organizational needs.	Independently identifies and carries out tasks to meet organizational needs and systematizes the process.

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Domain 2: Environment

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Interaction With Staff	Does not demonstrate respect toward others, gossips and belittles others. Makes little attempt to establish harmonious relationships.	Interactions with other staff members are usually respectful but may have difficulty working with some individuals.	Interactions with staff are friendly; attempts to work through differences and is sensitive to the feelings of others.	Genuinely respects and understands others and deservedly earns the respect of fellow staff members. Recognizes that "staff" includes all others in district.
Interaction With Administrator/Supervisor	Does not demonstrate respect or support. Interactions are often negative. Views constructive feedback as negative.	Technician is generally respectful and supportive. Accepts feedback and requests advice when in doubt.	Consistently demonstrates cooperative work and collegial respect. Seeks feedback from supervisor to learn and improve skills.	Consistently demonstrates thorough cooperation, support, and respect. Can constructively disagree. Has thorough trust and confidence of supervisor in their absence.
Work Area	Work area is generally disorganized and untidy.	Work area is clean.	Work area is organized and presentable.	Work area is exceptionally well-organized and aesthetically pleasing.
Virtual Work Area	Virtual work area is disorganized making it difficult to be accurate when setting up new accounts, software, or hardware.	Virtual work area is manageable. Technician is able to find what they need to complete the task eventually.	Virtual work area is organized and technicians are able to complete task quickly due to their information being quickly available and organized.	Completion of tasks are seamless and efficient to their information being well organized and available immediately.

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Domain 3: Service Delivery

Element:	Unsatisfactory	Satisfactory	Proficient	Distinguished
Oral and Written Language	Spoken and/or written language is inappropriate and may contain many grammar and syntax errors.	Spoken and written language skills are adequate. Vocabulary and grammar are correct, but may be limited or inappropriate at times.	Spoken and written language is clear and correct. Work products convey an appropriate professional image.	Spoken and written language is correct and expressive with well-chosen and appropriate vocabulary. Work products advance district image.
Practices and guidelines	Technology department practices and guidelines are not followed when setting up new accounts, hardware, software and other equipment.	Technology department practices and guidelines are followed but they are inconsistent when setting up new accounts, software and hardware.	New accounts, software and hardware work properly with little or no issues because the proper technology practices and guidelines were followed in installation and set up.	There is a seamless transition when setting up new accounts, software or hardware because technology department practices and guidelines were followed. Technician makes suggestions to improve guidelines and practices to District Technology Director.
Quick Fix Work Orders	Technician does not use Quick Fix work order system.	Technician uses Quick Fix work order system, but fails to close out work orders in a timely fashion and is not thorough when doing so.	Quick Fix work order system is used by technician and 95% of work orders are fulfilled in a timely fashion and closed with a thorough detailed explanation.	100% of work orders are closed in a timely fashion with detailed explanations.

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Domain 4: Professional Responsibilities

Element:	Unsatisfactory	Satisfactory	Proficient	Distinguished
Punctuality	Frequently late, and often late for meetings.	Arrives on time and leaves at end of work day. Attends meetings on time.	Arrives early and is ready at his/her designated time. Is timely and prepared for meetings.	Arrives early to be ready at his/her post and has prepared for next day's activities before departure. Arrives early for meetings and has prepared for meeting in advance.
Professional Appearance	Presents an inappropriate appearance; does not look presentable.	Is occasionally careless or inappropriate in appearance.	Consistently presents an appropriate, well-groomed appearance.	Always presents an excellent example of appropriate, professional appearance.
Outlook/Resiliency	Displays lack of enthusiasm. Is critical and negative.	Usually demonstrates a positive outlook.	Consistently displays considerable enthusiasm and a positive approach.	Manifests an uncommonly positive attitude which gives others an uplift.
Flexibility/Adaptability	Finds it difficult to be receptive to new ideas, tasks, or procedures.	Generally open to new ideas and will change his/her approach if asked.	Typically receptive to new ideas and tasks; deals with new information and situations well.	Consistently demonstrates flexibility to handle new situations and will adapt approach to meet a need.
Teamwork	Is reluctant or unwillingly to be part of a team. Mocks the team process or is insensitive to effect of their actions on others.	Generally recognizes the need for teamwork in the office. Tries to be sensitive to others.	Builds productive work relationships with others. Supports others' efforts to be successful.	Consistently contributes to or leads efforts to create a strong, effective, smoothly running team.