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## INFORMATION AND COMMUNICATION TECHNOLOGY STAFF EVALUATION

**Name:**

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**School:**

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**Evaluator:**

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**Date Completed:**

\_\_\_\_\_

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### RATING SCALE

#### **Outstanding**

Outstanding is unusual. Genuine “outstanding” performance means performance that is all one can possibly expect in all phases of the work. “Outstanding” work performance means a degree of performance that can be achieved but rarely maintained.

#### **Very Good**

Very Good means that the employee meets requirements of his/her position satisfactorily throughout the rating period, and in addition consistently performs at a level above such requirements in many areas of his/her total work performance.

#### **Satisfactory**

Satisfactory means the performance of an employee who consistently meets the requirements of his/her position in a satisfactory manner throughout the rating period. By this standard he/she is a worker who has produced what can reasonably be expected of a fully competent person in the position.

#### **Needs Improvement**

Needs Improvement means the performance does not meet all requirements of the position, and hence falls below the average of the work group. A “Needs Improvement” rating indicates a positive need for a discussion between the employee and his/her supervisor regarding the shortcomings. A suggestion on how to improve must accompany this comment.

#### **Not Applicable**

Not Applicable means that the particular job characteristic is not an expectation for this employee as part of his/her regular duties at this time.

## JOB-RELATED SKILLS

### Information Technician AP: 822C

The Information Technician is responsible for maintaining the Division's technology infrastructure, which supports learning and operations.

#### PERFORMANCE CRITERIA

- |  |   |    |   |    |    |
|--|---|----|---|----|----|
| • Technology Infrastructure & Network Management: Diagnoses, maintains, troubleshoots, repairs, installs, configures, and administers network physical components, computer workstations, school servers, and related hardware.                | O | VG | S | NI | NA |
| • System Monitoring: Monitors the fiber optic cable network connecting all schools.  | O | VG | S | NI | NA |
| • Software/Hardware Installation: Assesses and installs computer hardware, operating system software, and software applications.   | O | VG | S | NI | NA |
| • Security Maintenance: Ensures software is up to date with patches and security updates.  | O | VG | S | NI | NA |
| • Power Systems: Monitors and maintains the Uninterruptible Power Supply (UPS) devices.  | O | VG | S | NI | NA |
| • Emergency Response: Addresses urgent technical issues affecting essential systems.   | O | VG | S | NI | NA |
| • Data Security: Maintains network security and data integrity, managing information that includes highly confidential material.   | O | VG | S | NI | NA |
| • Specialized Knowledge: Demonstrates and applies highly specialized training in specific software and hardware. (Related to knowledge being at or above expected level).  | O | VG | S | NI | NA |
| • Problem Solving & Application: Demonstrates the ability to solve routine problems impacting singular groups or departments, inferring based on established procedures and practices. (Related to applying theory to practice independently). | O | VG | S | NI | NA |

- Task Organization: Consistently completes assigned tasks in a timely manner and is able to organize multiple tasks independently. O VG S NI NA
- User Support: Offers problem-solving assistance to network users, including all SVSD staff. O VG S NI NA
- Learning Resources: Supports online learning tools and resources. O VG S NI NA
- Documentation: Accurately and independently documents and/or reports on assigned tasks, including documenting support requests and solutions in a ticketing system. O VG S NI NA
- Inventory Control: Keeps inventory records up to date for all technology-related items and devices. O VG S NI NA
- Training/Mentorship: Indirectly responsible for training others. O VG S NI NA
- Other Duties: Performs all other related duties as assigned by the Superintendent/CEO, Secretary-Treasurer, and Principals. O VG S NI NA

### PUBLIC RELATIONS

- Works positively as part of the SVSD team (Teamwork and Collaboration). O VG S NI NA
- Interacts positively with other staff. O VG S NI NA
- Interacts positively with the public (Engages in constant communication and interaction with people inside and outside the Division). O VG S NI NA

### PERSONAL QUALITIES/ATTRIBUTES

- Punctuality. O VG S NI NA
- Dependability. O VG S NI NA
- Cooperation. O VG S NI NA
- Enthusiasm. O VG S NI NA
- Judgment (Handling problematic situations potentially requiring interpretation, persuasion, or negotiation). O VG S NI NA

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|---|---|----|---|----|----|
| • Adaptability (Adjusts effectively to changing work assignments, priorities, and environmental conditions).            | O | VG | S | NI | NA |
| • Confidentiality (Required when working with highly confidential information).   | O | VG | S | NI | NA |
| • Personal appearance (Professional and appropriate PPE).   | O | VG | S | NI | NA |
| • Attitude to work.   | O | VG | S | NI | NA |
| • Accepts responsibility.   | O | VG | S | NI | NA |
| • Accepts direction.  | O | VG | S | NI | NA |
| • Initiative (Demonstrates self-motivation and acts without constant supervision to complete tasks and address issues). | O | VG | S | NI | NA |

### Network Administrator Job Description (AP:821B) Additional Duties:

This section assesses performance criteria that involve high-level network establishment, security, optimization, and system administration, often associated with a Network Administrator role.

#### PERFORMANCE CRITERIA

- |   |   |    |   |    |    |
|---|---|----|---|----|----|
| • Advanced Network Administration: Maintains, troubleshoots, and administers the use of Local Area Networks (LANs), Wide Area Networks (WANs), and related network infrastructure.  | O | VG | S | NI | NA |
| • Security & Threat Mitigation: Establishes and ensures the system's security against external threats and potential attackers. Applies advanced knowledge of computer security measures, including firewalls and spam filtering. | O | VG | S | NI | NA |
| • Data Management & Recovery: Performs data backups and executes disaster recovery operations.  | O | VG | S | NI | NA |
| • System Optimization & Monitoring: Monitors network connectivity and performance, including routine network start-up/shutdown procedures and maintaining control records of network health.                                      | O | VG | S | NI | NA |

- **User/Access Management:** O VG S NI NA  
Updates the Active Directory by adding new employees and students and removing those who are no longer active in the system.
- **Security Monitoring Systems:** Controls and monitors email usage, including spam filtering, and monitors the CCTV camera system, adjusting cameras as necessary. O VG S NI NA
- **Complex Problem Solving:** Demonstrates variable problem-solving skills, able to infer solutions based on established procedures and practices, and addresses issues impacting large groups both internally and externally. O VG S NI NA

**COMMENTS:**

**GROWTH PLAN (GOALS)**

**Areas of Strength:**

**Suggestions for Improvement:**

**Recommendations/Conclusions/Growth Plan:**

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I have read and received a copy of the evaluation.

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Employee Signature

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Date:

\_\_\_\_\_  
Evaluator Signature

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Date: