**Performance Development Plan for Technician 1**

**Title of Position:** *Technician 1*

**Department:** *Technical Team*

**Reports to:** *CEO*

**Name of Technician 1: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date of Review: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Overview of Position/ Job Purpose:**

Technician 1 is a role that manages repairs, installation and maintenance of computers and laptops for ABC Company’s clients at a primary level in both remote access and in-person situations. Apart from handling stand-alone computer issues, the role may also manage network problems. The Technician 1 may install hardware and software, configure LANs, WANs and MANs, and maintain network services. S/he may also be expected to maintain and repair equipment and troubleshoot computer and network issues. The Technician 1 also performs help desk operations by taking customers’ telephone calls and assisting them in resolving their issues. The overall mission for the Technician 1 is to solve clients’ issues as quickly and efficiently as possible to uphold AB Company’s excellence in technology and in client services.

**Organizational Competencies:**

1. **Customers First:**

**Meets Expectations: YES** **NO**

**Comments:**

1. **Follows the Golden Rule:**

**Meets Expectations: YES** **NO**

**Comments:**

1. **Integrity:**

**Meets Expectations: YES** **NO**

**Comments:**

1. **Passion:**

**Meets Expectations: YES** **NO**

**Comments:**

1. **Generosity:**

**Meets Expectations: YES** NO

**Comments:**

1. **Proactive:**

**Meets Expectations: YES** **NO**

**Comments:**

**Outcomes for Tech 1:**

|  |  |  |
| --- | --- | --- |
| **Focus Area** | **Expected Outcomes** | **Rating (1-5)\*** |
| **Ticket Completion** |  |  |
| **Time Submission / Tracking** |  |  |
| **Client Satisfaction** |  |  |
| **Proper Ticket Escalation** |  |  |
| **Technical Skill Set** |  |  |
| **Communication Skills** |  |  |
|  |  |  |
|  |  |  |

\*Scale is based on:

1= poor; 2= below expectations; 3= meets expectations; 4= above expectations; 5= mark of excellence

**Goals for Next PDP:**

**1.**

**2.**

**3.**

**Comments:**

**Name of Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature of Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Name of Employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature of Employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date of Review with Initials: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**