Performance Development Plan for Computer Repair Technician

Title of Position: **Computer Repair Technician**
Department: **IT Support**
Reports to: **IT Manager**

Name of Employee: **_____**

Date of Review: **_____**

Overview of Position/ Job Purpose:
This role support customers and their technology needs by providing support and repair services. Apart from handling stand-alone computer issues, the role may also manage network problems. 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. 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:

  2. **Follows the Golden Rule:**

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

     Comments:

  3. **Integrity:**

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

     Comments:

  4. **Passion:**

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

Comments:

5. **Generosity:**

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

   Comments:

6. **Proactive:**

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

   Comments:

Outcomes for Current Goals:

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: _____