

Nutley Public Schools: Technology Support Specialist

	Basic	Emerging	Proficient	Distinguished
Communication	<ul style="list-style-type: none"> • Service is usually on time and accurate. 	<ul style="list-style-type: none"> • Service is on time and accurate. 	<ul style="list-style-type: none"> • Provides internal and external clients with complete and full information in a timely, accurate, and courteous manner. Takes responsibility for problems and provides solutions. Attitude is helpful and courteous. 	<ul style="list-style-type: none"> • Sets a high standard for conscientious, courteous, and enthusiastic service to internal and external clients/customers. Anticipates clients' needs and delivers services in a consistently timely, accurate and friendly manner. Takes responsibility for problems and quickly resolves.
Knowledge Application	<ul style="list-style-type: none"> • Applies requisite skills and knowledge in a satisfactory manner. • Work is usually accurate, thorough, and timely. • May use standard approaches to resolve problems. 	<ul style="list-style-type: none"> • Applies requisite skills and knowledge in a satisfactory manner. • Work is accurate, thorough, and timely. • Uses standard approaches to resolve problems. 	<ul style="list-style-type: none"> • Applies knowledge and skills in a thorough, comprehensive manner. Researches and analyzes problems utilizing a variety of informational resources. • Work is accurate, thorough, and timely, addresses problems or issues clearly, and is well thought out. Anticipates alternative ways to accomplish work and promote efficiencies. • Provides alternatives in a timely manner to resolve both existing and potential problems. Occasionally provides new approaches to problem solving that show initiative and innovation. 	<ul style="list-style-type: none"> • Mastery over all essential skills and knowledge needed to perform the job. Seen by others as an expert resource; understands the 'big picture' and specific details. In the forefront of new developments in the field. • Work exhibits a high degree of thoroughness, accuracy, and timeliness. Finishes assignments in time to review results and anticipate revisions before final products. Quickly gets to the heart of problems. In the conduct of assignments, often develops new efficiencies that save time and resources. • Routinely anticipates problems and takes the lead in their timely and often innovative resolutions. Broadly defines responsibilities of the job and committed to continuous self development and improvement.

Teamwork	<ul style="list-style-type: none">• Contributes to the work of groups/teams at times.	<ul style="list-style-type: none">• Contributes to the work of groups/teams.	<ul style="list-style-type: none">• Actively works in a positive and open way with groups/teams. Deals with conflict in a direct and clear manner. Is able to be objective and fair in assessing value of contributions.	<ul style="list-style-type: none">• Performs duties with others using collaboration skills. Is open-minded, supportive, and shows genuine interest in others' ideas and their applications. Anticipates and manages conflict insightfully. Is well respected by group/team members for content and process abilities.
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